Candidate Information Pack

For the position of

TEAM ADMINISTRATOR

Completed Application Forms must be returned to Parenting NI by 12.00 noon on Monday 30th May 2022.
Dear Applicant

Thank you for your interest in the post of Team Administrator at Parenting NI. It is an exciting time for the Charity as we develop new services and resources which build on our success to date. We are looking for an outstanding, creative, innovative and energetic person, who will passionately promote our vision and mission.

Following a Covid Employment and Skills Initiative award from the Rank Foundation, we are delighted to be able to recruit for the position.

The Team Administrator post, funded for 3 years, will primarily provide administrative support to the Income Generation and Operations team, working as directed by the Director and Officer Manager. The role will be varied, offering both routine and one-off tasks. On occasion, the post holder will also be required to provide administrative support to the wider Parenting NI team.

The work will include supporting the Director to administer bookings for our Business Development work, assisting the Office Manager with tasks relating to HR, answering incoming calls, meeting and greeting visitors to our Head Office in Stockman's Way.

If you share our passion to improve the outcomes for our children and young people through supporting their parents all across Northern Ireland, we welcome you to apply for this position.

Yours sincerely

Charlene Brooks
CEO
PARENTING NI BACKGROUND

Parenting NI has been supporting parents across Northern Ireland since 1979, helping them to thrive and improve outcomes for children and young people. As the leading parenting support charity our focus is on prevention and early intervention to improve outcomes for children and young people by supporting their parents. Parenting NI works in partnership with statutory, voluntary and community groups to ensure that parents are able to access the range of support they need to optimise the outcomes for their children. By working collaboratively, organisations can co-ordinate their expertise and deliver services efficiently, thereby improving the chances of better outcomes for children, young people and families. Parenting NI provides a wide range of user-informed services. We greatly value the feedback and input of parents in all of the services that we provide. As parenting changes, it is essential that the support offered to parents adapts to new challenges and that Parenting NI remains at the forefront of evidence based and evidence informed parenting support practices. Parents are both our clients, and our most important stakeholders. While we value the fantastic relationships we have built with government departments, other charitable organisations and civil society, it is essential that our forward direction is determined by what parents want.

OUR VISION

OUR VISION of the future is one where parenting is highly valued.

OUR VALUES

Through our values, we reflect an organisation that can be relied upon in all respects, and one we can be proud to work for. These values help build our common culture and guide us in all our decisions.

OUR MISSION

OUR MISSION is that Parenting NI can provide a range of accessible services and support to meet the needs of those in a parenting role.

OUR VALUES

Professional  We will work together as a team to apply principles of excellence, compassion, communication and accountability, and by working together with other professionals aim to achieve optimal support for parents.

Accessible  We will strive to deliver responsive and accessible parenting support and services across the region.

Respectful  We will show consideration for one another and recognise and respect each other’s differences.

Equality  We will ensure all parents have an equal right to access our support and services.

Needs Led  Every parent has the right to a voice. We will listen to what parents need and develop services to meet those needs.

Trustworthy  We will be open and honest in everything we do.
OUR CORE SERVICES

The key purpose of the charity is to empower parents. This is the underpinning principle of the support given through the charities services:

Parenting and Family Support

- Programmes, Courses and workshops for parents
- Dads Project – supporting separated dads across Northern Ireland
- Employee Wellbeing – supporting parents in the workplace
- Family Support – Home Visiting Southern and Belfast Trusts

Help and Information

- Information and Support Line
- Web Chat
- Parenting NI App
- Podcasts on Apple Podcasts and Podbean
- Online resources including Parent Guides and Top Tips
- Parenting Week – Celebrating the important role parents play in children’s lives.

Training for Practitioners

- A range of training to enhance the knowledge and skills of those working with parents and families.
- Accredited training - OCN Level 4 Certificate in Working with Parents.
- Train the Trainer Courses

Parents Voice

- Giving parents the opportunity to have their say on issues important to them and their family online or in groups to influence government policy, planning and service delivery.
- Carrying out research with parents to understand the realities of parenting in Northern Ireland and using the findings result to advocate for parents.
TOTAL REWARD STATEMENT

Parenting NI are committed to valuing our fantastic staff – ensuring that they continue to develop and feel fulfilled. By doing so, we can ensure that we provide support that is timely and effective, as well as retaining talented individuals who are dedicated to improving outcomes for children and parents alike.

Parenting NI values our employees and provides an enhanced package of employee wellbeing support which includes:

- Sector competitive salaries
- Enhanced paid annual leave
- Clear policies and procedures
- Mileage allowance at the HMRC rate
- Salary sacrifice for pension, childcare and charitable giving
- 5% contributory pension scheme
- Enhanced sick, maternity, paternity and adoption pay
- Annual increments to top of scale and cost of living increase (pending Board approval)
- Time Off in Lieu in compensation of additional hours worked
- Structured Annual Performance Reviews
- Occupational Health
- Individual support through regular supervision
- Team building and staff team days
- Comprehensive induction programme
- Organisation wide training and development opportunities
- External training and development opportunities linked to role, strategic plan, individual requests and competencies
- Membership of role related organisations
- Celebration of Individual and Team success
- Kingsbridge Private Hospital Diamond Club member
JOB DESCRIPTION

Job Title: Team Administrator (Income Generation)

Reporting to: The Office Manager

Responsible to: The Board of Trustees through the Director of Income Generation and Operations

Location: Based in Belfast Head Office – Parenting NI, First Floor, Unit 3, Hawthorn Office Park, 39a Stockman’s Way, Belfast, BT9 7ET

Hours: 35 hours per week (Monday to Thursday 9am – 4.30pm and Friday 9am to 2pm)

Salary: NJC Scale 1 p 1, £17,344 per annum (£9.53 per hour)

Pension: 5% Employer contribution

Holiday: 22 flexible days per annum plus 19 fixed days when the office is closed which includes statutory and customary holidays (pro rata)

Duration: 3-year fixed term contract funded by The Rank Foundation, with possibility of an extension should funding permit (6-month probation period)

Key Purpose of Post

The Team Administrator (Income Generation) will primarily provide administrative support to the Income Generation and Operations team, working as directed by the Director and Officer Manager. The role will be varied, offering both routine and one-off tasks. On occasion, the post holder will also be required to provide administrative support to the wider Parenting NI team including Family Support Services.
Key Activities:

- Provide admin support to team including; administering bookings, setting up zoom/Eventbrite links creating survey monkeys and creating promotional resources and reports using Canva and Microsoft Powerpoint.
- Reception duties, such as meet and greet and receiving mail.
- Managing the info@parentingni.org email inbox.
- Provide comms/marketing support to the team including accessing, responding to enquiries on, and occasionally updating social media channels (Facebook, Twitter, Instagram and Linkedin) and the Parenting NI website and Parenting Family online portal
- Manage Training Room bookings, setting up and providing tea and coffee for meetings as required
- Minute taking.
- Supporting Office Manager with recruitment, selection and HR records.
- Supporting Office Manager with all stages of the volunteer cycle.
- Supporting Office Manager to ensure all PNI PCs and laptops have up to date software including anti-virus checks in place and acting as first point of contact for staff to log IT issues and provide support where possible to resolve the issue.
- Maintain efficient, accurate and confidential records, including data collection for evaluation purposes and reports
- Any other administrative duties that may arise from time to time
# PERSONNEL SPECIFICATION

**Team Administrator (Income Generation)**

## Qualification

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<td>• Level 2 qualifications – at least 3 GCSEs grades A* - C or equivalent including English Language and Maths</td>
<td>• Level 2 IT qualification</td>
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## Experience

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<td>• At least 2 years’ administration experience to include minuting meetings</td>
<td>• Experience working within an HR department</td>
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<td>• Demonstrable high proficiency in the use of Microsoft Office applications (Word, Excel, Access, Powerpoint, Outlook)</td>
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## Abilities

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<td>• Ability to produce reports in a range of formats</td>
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<td>• Excellent communication skills</td>
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<td>• Good time management skills</td>
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<td>• Strong attention to detail</td>
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## Knowledge

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<td>• Knowledge of the importance of excellent customer service</td>
<td>• Understanding of voluntary, community, private and corporate sectors</td>
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<td>• Knowledge of the importance of working as part of a team</td>
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## Qualities

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<tr>
<td>• Excellent telephone manner</td>
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<td>• Innovative, dynamic, energetic and solution focused</td>
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<td>• Relationship builder</td>
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<td>• Professional and self-motivator</td>
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- Ability to maintain strict confidentiality and committed to the values of Parenting NI
- Eligibility to work in the UK

The organisation reserves the right to enhance the criteria for shortlisting.