



ParentingNI

Candidate Information Pack

For the position of

COMMUNICATIONS AND ADMINISTRATION SUPPORT OFFICER

Completed Application Forms must be returned to
Parenting NI
by
9.00am on Monday 4th July 2022
Interviews will take place on Thursday 21st July 2022



Foreword from the CEO

Dear Applicant

Thank you for your interest in the post of Communications and Administration Support Officer 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 positive, friendly and enthusiastic 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 Communications and Administration Support Officer post, funded for 3 years, will primarily provide communications and administrative support to the Income Generation and Operations team. 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 successful candidate will be offered a personal development training plan throughout their employment in communications/marketing and general administration tasks. You will gain a diversity of skills, knowledge and experience working across communications, business development, training, digital marketing and general administration, enabling you to learn and develop solid experience in each area as you progress through the 3-year contract.

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 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 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

- P**rofessional 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
- A**ccessible We will strive to deliver responsive and accessible parenting support and services across the region
- R**espectful We will show consideration for one another and recognise and respect each other's differences
- E**quality We will ensure all parents have an equal right to access our support and services.
- N**eeds Led Every parent has the right to a voice. We will listen to what parents need and develop services to meet those needs.
- T**rustworthy 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.

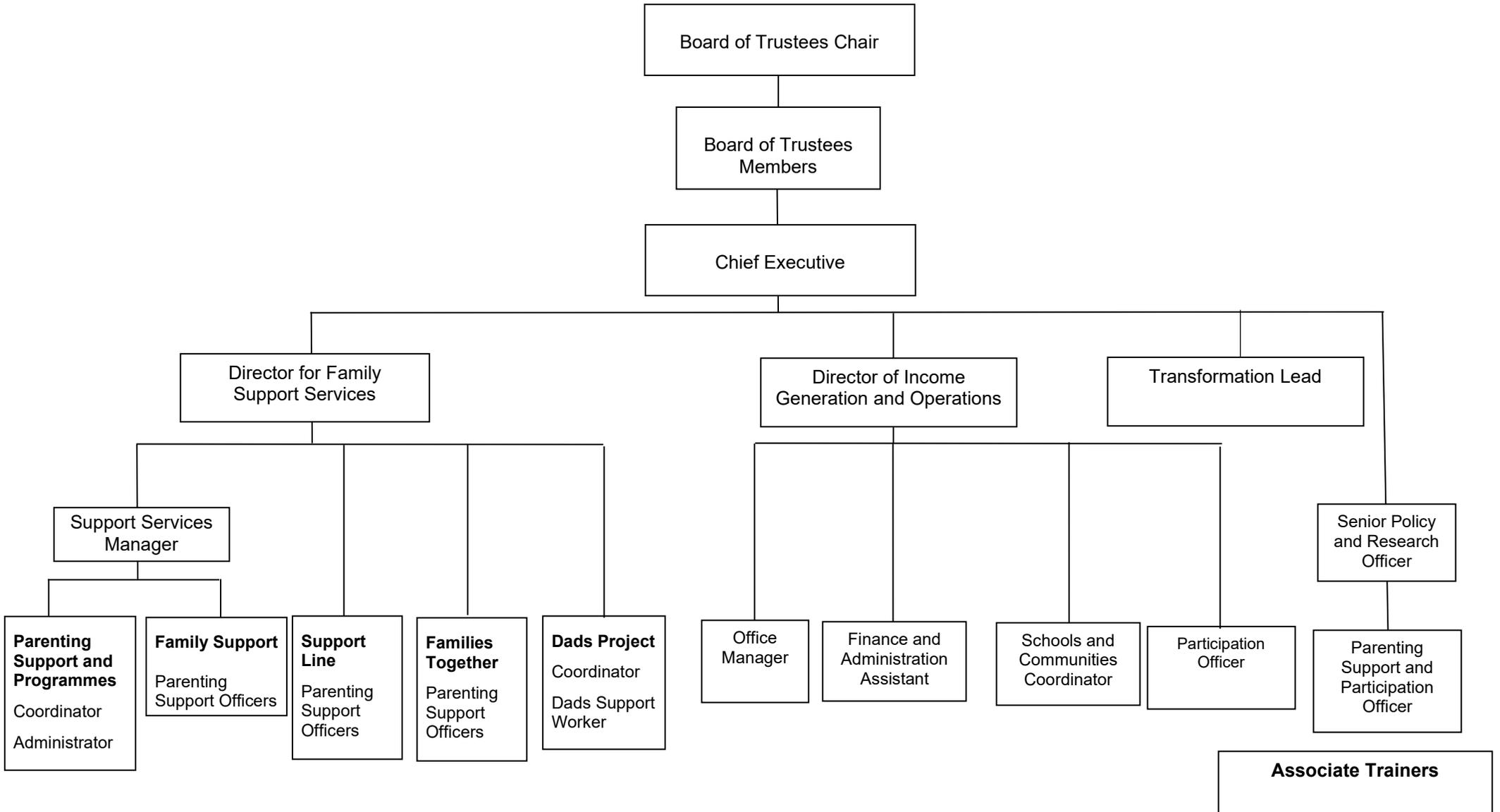
TOTAL REWARD STATEMENT

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

ORGANISATION CHART



JOB DESCRIPTION

Job Title	Communications and Administration Support Officer
Reporting to	The Office Manager
Responsible to	The Board of Trustees through the Director of Income Generation and Operations
Location	Hybrid – Between home and our 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 4 scp 7, £19,346.60 per annum, (£10.63 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, with possibility of an extension should funding permit (6-month probation period)

Key Purpose of Post

The Communications and Administration Support Officer will primarily provide communications and 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 communications 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
- Provide admin support to team including; administering bookings, setting up Zoom/Eventbrite links, creating survey using Survey Monkey and creating promotional resources and reports using Canva and Microsoft PowerPoint (training will be provided)
- Reception duties, such as meet and greet and receiving mail
- Managing the info@parentingni.org email inbox
- 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 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)

	ESSENTIAL	DESIRABLE
Qualification	<ul style="list-style-type: none"> Level 2 qualifications – at least 3 GCSEs grades A* - C or equivalent including English Language and Maths 	<ul style="list-style-type: none"> Level 2 IT qualification
Experience	<ul style="list-style-type: none"> Demonstrable high proficiency in the use of Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook) Proven experience (in a personal or professional capacity) of using a range of social media channels 	<ul style="list-style-type: none"> Experience working within an HR department
Abilities	<ul style="list-style-type: none"> Ability to produce reports in a range of formats Excellent telephone manner Excellent communication skills Ability to accurately relay information between colleagues and management Good time management skills Strong attention to detail Willingness to undertake further training 	
Knowledge	<ul style="list-style-type: none"> Knowledge of the importance of excellent customer service Knowledge of the importance of working as part of a team 	<ul style="list-style-type: none"> Understanding of voluntary, community, private and corporate sectors

Qualities	<ul style="list-style-type: none">• Positive, friendly and enthusiastic attitude• Innovative, dynamic, energetic and solution focused• Relationship builder• Professional and self-motivator• Ability to maintain strict confidentiality and committed to the values of Parenting NI• Eligibility to work in the UK	
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The organisation reserves the right to enhance the criteria for shortlisting.