
Dear Applicant

Business Support Worker Post (Female*)

Thank you for your interest in applying for the above post. In the attached application pack you will find:

- Some information and background about who we are and what we do
- A detailed job description and person specification for the available position
- Information about our recruitment process (Frequently Asked Questions)

Please take time to read through the information carefully. If the post interests you and you feel you have the right skills, experience and knowledge then we'd be delighted to hear from you. Please download an application form from our website at www.ndnd.org.uk and return your completed application to us by **4pm on Friday 8th October 2021**. Applications should be sent electronically to meg.foxall@ndnd.org.uk.

We are planning to hold interviews for these posts the week beginning **Monday 18th October 2021**. As we often receive large numbers of applications, if you have not heard anything from us by this date then please presume you have not been shortlisted.

Good luck with your application and we look forward to hearing from you !

Yours sincerely



Sara Swire
Chief Executive

(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

new dawn new day

a brighter future for women

We believe that all women and girls have the right to reach their potential and to live their lives free from poverty and violence. We are passionate about what we do. We know it makes a difference.

Through our work we know that women and girls affected by poverty, trauma and abuse have the potential to transform their lives. We support them by providing a safe environment and high-quality gender-responsive and trauma-informed support.

New Dawn New Day has worked to promote women's wellbeing for over 30 years and delivers a range of services designed to meet the needs of women and girls, particularly those who have been impacted by trauma.

We are committed to...

- Improving women's health and wellbeing, particularly those who face severe and multiple disadvantage or who are victims and survivors of abuse and trauma
- Improving disadvantaged women's social and economic circumstances
- Enabling greater social inclusion for women with complex needs

We will do this by...

- Ensuring that women with complex needs have opportunities to enhance their health, wellbeing and personal development as well as their economic and social circumstances.
- Developing quality early intervention services that work with women who are at risk of violence, abuse, exploitation and involvement in the criminal justice system.
- Offering holistic, wraparound, gender-responsive support to meet the multiple needs of women.
- Ensuring our services are trauma-informed
- Influencing local and national policy and practice to create improvements in services for vulnerable women.
- Being a collaborative, enterprising, sufficiently resourced and sustainable organisation.

The following principles underpin our work...

- All women have the right to live their lives free from violence and oppression.
- Women affected by trauma and abuse have the potential to transform their lives through the provision of a safe environment and high quality, gender-responsive, trauma-informed support.
- Women have the right to expect accessible, appropriate and timely support to address their individual needs.
- Women have many needs and no one service can meet the needs of any one woman. We must therefore actively collaborate and work in partnership with other agencies to enable a co-ordinated package of support to be provided.

- Women using our services have the right to have their say in how these services are run and become involved in the development and delivery of these services.

How we work

We currently provide holistic, trauma-informed support to women and specialise in working with those who present with complex needs, including criminal justice involved women and women whose circumstances place them at risk of offending.

Interventions include:

- Outreach and engagement
- Woman-centred assessment and planning
- One-to-one social and emotional support, advice and advocacy
- Supported and co-ordinated referral for specialist services such as domestic abuse, substance misuse, mental health, money advice services etc
- Trauma-informed group programmes
- Education and support into volunteering and employment
- Peer support

Women who access our services are often referred through:

- Probation
- The Police
- Social Care and safeguarding
- Homelessness services
- Mental health services
- Drug and alcohol teams
- Domestic abuse services

Our clients commonly present with a combination of the following needs:

- Offending behaviour
- Poor mental health
- Substance misuse issues
- Homelessness or risk of homelessness
- Experience of sexual violence / exploitation and domestic abuse
- A history of being in local authority care
- Mild to moderate learning disabilities
- Child safeguarding issues including child removal
- Experience of being a refugee

They often present with a pattern of behaviour which means that they only tend to engage with services at crisis points and in a fragmented manner.

Business Support Worker (Female*)

(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Terms and Conditions

Responsible to	Business Support Manager
Salary	£20,092 plus 6% workplace pension contribution
Hours	37 hours pw worked Monday to Friday

Job Purpose

The Business Support Worker acts as the first point of contact to all visitors to the centre. Managing our reception in person and via phone and email will be their primary task. Offering excellent customer service and operating to New Dawn New Day's trauma informed principles is vital to this role. Many of the women using our service arrive feeling very anxious or avoidant, the Business Support Worker should offer a friendly and informative greeting to encourage feelings of safety. It is also vital that the Business Support Worker upholds our Covid policy guidelines and ensures that all visitors to the building are aware of our health and safety measures.

There will also be an administrative element to this role, so the Business Support Worker will have excellent organisational skills and understand the importance of confidentiality and GDPR. All referrals must be inputted into our CRM system, it will be part of this role to maintain our system and keep on top of digital 'housekeeping'.

On a day-to-day basis the role involves:

- Running our reception both in person and via phone/email
- Communicating with our Probation and PCC/CR teams to offer client appointment slots and chase up any missed appointments
- Allocating and monitoring room bookings for staff, clients and visitors
- Signposting to specialist services such as drug and alcohol recovery, mental health services etc.
- Carrying out regular health and safety checks/equipment stock takes
- Carrying out administrative and business support tasks as directed by the Business Support Manager
- Supporting with marketing and fundraising activities

Major Tasks

- Reception Duties
- Safeguarding
- Administration, monitoring and evaluation

1 Reception Duties

- a. To act as first point of contact for all clients and visitors to New Dawn New Day, both remotely and in person
- b. To respond to any queries from external agencies e.g. Police, Social Services, Probation
- c. To signpost to relevant services such as mental health support, drug and alcohol services when needed
- d. Always maintain trauma informed principles, ensuring clients feel safe and comfortable during their time in reception

2 Safeguarding

- a. To ensure that any issues relating to the safeguarding of children or vulnerable adults are responded to in line with New Dawn New Day's policies and procedures.
- b. To act in accordance with the principles of Trauma Informed Practice, creating a safe environment which recognises and responds to the impact of trauma in women's lives.
- c. To promote a climate of equality and diversity within the project so that women from all backgrounds and circumstances feel able to participate and voice their needs and concerns.
- d. To uphold New Dawn New Day's Health and Safety requirements, including our Covid Policy, and to ensure that all women accessing our services comply with these requirements.
- e. To monitor all on-site client appointments, ensuring that appropriate rooms are booked in advance, and that staff and clients are safe

3 Administration, Monitoring and Evaluation

- a. To carry out any administrative tasks associated with the role, including the maintenance of confidential records in line with agreed systems, New Dawn New Day's policies and the requirements of the General Data Protection Act.
- b. To collect feedback and commentary from clients, visitors and staff in order to evaluate the effectiveness of the service.
- c. To assist with administration tasks as directed by the Business Support Manager
- d. Attending Board Meetings and taking minutes to be circulated to the Board of Trustees
- e. To support our marketing and fundraising activities by writing social media posts when needed and assisting in moderating our social media channels
- f. To process DBS checks for staff and volunteers

4 Other (Core Criteria for all Staff)

- a. To actively promote the new Dawn New Day's aims and objectives and to ensure that all contacts with external agencies and individuals accessing our services fully reflect the professional approach of the organisation.
- b. To attend events and activities to promote NDND's services for women.
- c. To strive towards achieving personal and organisational performance targets
- d. To work flexibly and as member of the team and to contribute to the smooth running of the organisation, including the sharing of relevant information and expertise.
- e. To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- f. To contribute to overall quality assurance procedures and improvement plans.
- g. To contribute to the development of services and support the development of the organisation's overall business plan.
- h. To work occasional unsociable hours as required.
- i. To complete any other duties and responsibilities as requested which are commensurate with this post.

Person Specification

Essential Skills, Knowledge, Abilities and Experience

We consider the following to be the **minimum** level of skills and experience required for this role:

- Previous experience of working in a reception/administration role, or similar role
- Ability to provide excellent customer service
- Excellent verbal and written communication skills
- Excellent IT skills, including Zoom, MS Word, Excel, Outlook and Social Media platforms
- Good organisational skills; able to manage competing priorities and take direction from a team of staff
- Ability to build positive and supportive working relationships with vulnerable service users whilst maintaining appropriate professional boundaries
- Ability to listen to and respond effectively to distressing client material, maintaining the safety of the client at all times
- Ability to respond calmly, quickly and effectively in stressful situations and to effectively manage and de-escalate challenging behaviour
- Ability to care for self, ask for support when needed and offer support to others in the team
- Ability to reflect and learn from experience

Essential Personal Qualities

The following personal qualities and attributes are considered essential for this role:

- Compassionate and non-judgemental
- Tenacious and resilient
- Self-aware; able to recognise and manage the impact of client material on themselves
- Collaborative and able to support others
- Committed to learning through continuing professional development and supervision
- Creative and solution focussed
- Committed to NDND's vision, mission, aims and objectives
- Committed to promoting equality and diversity
- Willingness to be flexible and do what's needed to "get the job done"
- Confidence in communicating with people from a wide range of backgrounds
- Empathy, compassion and humour
- Ability to deal with feedback and constructive criticism
- Flexibility and adaptability to work in a continuously changing environment

Desirable Criteria

- Experience using CRM systems
- Basic understanding of the impact of trauma
- Experience or knowledge of mental health, homelessness, substance misuse, sexual violence, domestic abuse or welfare benefits and debt
- Degree and/or qualification in a relevant field

Important Information for Candidates / FAQs

I'd like more information – is there anyone I can speak to ?

We usually have a large volume of requests for application packs and, as a busy organisation, we may not always have a member of staff available to speak to you in person. We hope the application pack will provide you with sufficient information to enable you to decide whether to apply for the position.

We therefore urge you to read the pack carefully before contacting us in person. If you have any outstanding queries then please contact us directly and we will do our best to deal them.

You're a women's organisation – can only women apply for this post ?

Applications are welcome from all sections of the community from suitably qualified and experienced candidates. **We will always be clear when a post is available to women only** and this will be specified in the advertisements and application packs. We are only able to advertise a post exclusively to women when there are grounds for exemption under the Equality Act. All candidates will need to demonstrate that they are committed to women's empowerment and the aims and values of New Dawn New Day Ltd.

How do you decide on essential and desirable criteria for the post ?

Once a job role is agreed we set about determining what qualifications, experience, skills, knowledge and personal attributes are required to undertake the role. These criteria are then selected as "essential" or "desirable". Essential criteria are those skills, qualities, qualifications etc which we deem to be the **minimum** required in order to effectively perform the role. Desirable criteria are those attributes we would ideally like the candidate to possess.

How will you shortlist my application ?

We will select your application for shortlisting on the basis of your **ability to meet the criteria outlined in the person specification**. The shortlisting process will be carried out by the recruitment panel and applications are shortlisted through a scoring process.

I don't meet all of the essential criteria – will you still shortlist me ?

Unfortunately, **only candidates meeting the minimum essential criteria will be considered for the post**. It is worth going through the person specification in detail to ensure that you meet these requirements **before** submitting an application as this will save you considerable time and energy. We are very keen for candidates to think about their transferable skills and knowledge (ie skills and experience they have utilised in other roles) however these need to be appropriate and relevant.

If I meet all the essential criteria does this mean that I am guaranteed an interview ?

The ability to meet the essential criteria will **not** guarantee your application will be shortlisted. In cases where we have a large number of candidates meeting the minimum criteria, candidates will be selected on their ability to exceed the minimum requirement.

Should I fill out the application form electronically or on paper ?

All forms should be **submitted electronically**. We expect all staff to be able to use a computer, Microsoft Word and be able to send email. If you have access needs that require you to submit an application by an alternative method then please contact us to discuss this.

Should I send you my CV ?

We only accept information which is presented on the formal application form. Therefore we **do not** accept CVs.

Who should I put down as a referee on the application form ?

All posts are offered subject to us receiving 2 satisfactory references, **one of which must be your current or most recent employer**. Your previous employer will be asked to provide confirmation of your previous role. They will also be asked information about your performance in that role and to comment on your ability to fulfil the role you have applied for. They will also be asked about other issues such as attendance, punctuality etc. If you are unable to provide us with suitable and appropriate references **the offer of employment will be withdrawn**. If you are unable to provide a reference from a previous employer you will need to **explain your reasons for at the earliest opportunity**.

I do not want my current employer to know that I am applying for this post – how will you go about getting a reference ?

References are usually only requested when an offer of employment is made. We will not contact either of your referees without your express permission.

We hope the above answers any questions you may have about the post. If you feel you would be a suitable candidate then please fill out the application. Good luck with your application - we very much look forward to hearing from you !