



Registered Charity Number: 1045429
Office 73, 4th floor, Building 8, Vantage Point Business
Park, Mitcheldean, Glos. GL17 0DD
Phone: 01594 372777 Email: hr@ticplus.org.uk Web Site:
www.ticplus.org.uk

Job Pack

Job Pack: Database Administrator

Thank you for your interest in working for TIC+. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About TIC+ and the Role
- Job Description/Person Specification

The closing date for applications is **12:00pm on Wednesday 10th April**, however we will be reviewing and interviewing potential candidates through the application window.

TIC+ reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held week commencing **22nd April 2024**.

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to:

hr@ticplus.org.uk

Or by post:

HR Department
Office 73, 4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Guidance Notes

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- TIC+ does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at TIC+ we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

TIC+ is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about TIC+ please contact a member of our Human Resources Department 01594 372777 or email hr@ticplus.org.uk

Thank you for considering applying to TIC+

About TIC+

TIC+ is a charity established in 1993 serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

TIC+ has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

TIC+ is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Our Values:



Job Detail

Job Title:	Database Administrator
Rate of pay:	£11.16./hr (£21,762 pa pro rata) - Pay rise pending – 01/04/2024
Reports to:	IT & Data Team Leader
Place of Work:	TIC+, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0DD. You may also be required to attend TIC+ meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.
Hours of Work:	22.5 – 37.5 hours a week. We are flexible about the number of hours worked – but we require a minimum number of 22.5 hours per week. If a part time contract is agreed, we are flexible around how the part-time work could be structured, although we would ideally be looking for someone who could commit to 4 days or more
Contract:	Permanent (subject to funding)
Holiday:	5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees. In addition to this entitlement, we also gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays. Additional holiday is accrued after one year's service up to a maximum of ten additional days
Expenses:	Legitimate business expenses incurred as part of carrying out your job will be reimbursed.
Terms:	There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

Job Title:	Database Administrator
Responsible to:	IT & Data Team Leader
Job Purpose:	This role will involve, a range of data entry and quality tasks. Working as part of the IT and Data Team, you will work to improve data quality, support the production of data reports and contribute to wider users of data, such as the TIC+ Live Impact Dashboard and the Operations dashboard. A high degree of confidentiality will be expected from the post holder.
Main Duties:	<ul style="list-style-type: none"> • Data entry onto our systems, including – but not limited to: <ul style="list-style-type: none"> • Supporting the delivery of time sensitive projects, • Fundraising – Database management of the fundraising CRM • Data entry tasks as required for the TIC+ client record manager (Tacklit). • Database support for ongoing and developing PSG/ Venues and AS database • Client record manager (Tacklit) data quality checks • Data quality checks for other TIC+ services – (TEDS/ PSG/ Workshops) • Assist with audits as required • Import of different data captures • Ensuring data quality and integrity, and the accurate and consistent logging of information in alignment with protocols and procedures. • General ad hoc administration duties as requested by the team

General duties	<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • work in accordance with the aims of TIC+. • observe and act in accordance with the policy and procedures set out by the trustees and directors of the charity this includes but is not restricted to the following policies: <ul style="list-style-type: none"> ○ TIC+ Safeguarding Vulnerable Adults and Children and Young People ○ TIC+ Data Protection & Information Governance & IT Governance ○ TIC+ Equal Opportunity/Anti-oppressive/Anti-discriminatory. • assist with any reasonable duty at the request of the line manager for the post. • engage in regular line management 1-1s, supervision, staff meetings and recognise the importance of each. • Independently prioritize daily tasks and responsibilities. • Work to company standards. • Attend relevant training required by the role.
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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training, Qualifications and Experience			
The successful candidate will have:			
1.1 GCSE Maths and English to Grade C or level 4/5 or equivalent	<ul style="list-style-type: none"> ▪ Application form 	✓	
1.2 Good working knowledge of excel	<ul style="list-style-type: none"> ▪ Application form ▪ Interview task 		✓
1.3 experience of working with Access or a similar database	<ul style="list-style-type: none"> ▪ Application form ▪ Interview task 		✓
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	<ul style="list-style-type: none"> ▪Application form ▪Interview 		✓
2.2 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
3. Ability			
The successful candidate will be able to:			
3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately	<ul style="list-style-type: none"> ▪Application form ▪Interview 	✓	
3.2 demonstrate competency in the principles of database management	<ul style="list-style-type: none"> ▪Application form ▪ Interview 		✓

3.3 demonstrate experience of maintaining safe, accurate and confidential recording of information on the database, including giving history, communications, and activities	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		✓
4. Communication Skills			
The successful candidate will be able to:			
4.1 demonstrate a good level of competency in written and verbal communication skills	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
4.2 deliver the role in line with TIC+ Values	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.”	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.2 a high level of attention to detail.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.3 a high level of personal integrity and confidentiality	<ul style="list-style-type: none"> ▪ Application form 	✓	
5.4 the ability to plan, organise and prioritise workload and manage time effectively.	<ul style="list-style-type: none"> ▪ Application form 	✓	
5.5 a willingness to learn	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.6 the ability to work under pressure	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
5.8 the ability to both work independently and as part of a team	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	
6. Commitment			
The successful candidate should be able to demonstrate commitment to:			
6.1 support the Christian ethos of the charity.	<ul style="list-style-type: none"> ▪ Application form 	✓	
6.2 To attend: <ul style="list-style-type: none"> • office Staff Team meetings on a regular basis. regular 1-1 sessions with your line manager. 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	✓	