



Registered Charity Number: 1045429

Office 73, 4th floor, Building 8, Vantage Point Business Park,
Mitcheldean, Glos. GL17 0DD

Phone: 01594 372777 Email: admin@ticplus.org.uk Web Site:
www.ticplus.org.uk

Job Pack

Job Pack: Team Support 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 **Wednesday 10th April 2024 at 12:00pm**. Interviews will be held on **Thursday 18th April and Tuesday 23rd April**. **Please note that we reserve the right to close applications early should the right candidate be found.**

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 interview 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

TIC+ has offices in Mitcheldean and Gloucester, 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 are at the core of who we are and how we work. They set out how we work with our service users, each other and anyone who encounters TIC+. If you come to work with TIC+ these are the values you can expect from us and which we will ask you to work to as well.

Our Values:



Job Detail

Job Title:	Team Support Administrator
Rate of pay:	£11.16 per hour (Pay rise pending 1 st April 2024)
Reports to:	Referral teams Coordinator
Place of Work:	TIC+, Office 73, 4 th floor, Building 8, Vantage Point Business Park, Mitcheldean, Glos. 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:	30 - 37.5 hours over 4/5 days (Monday to Friday) Hours to be agreed and to be worked within our core hours of 0800-1800
Contract:	Permanent (subject to funding)
Holiday:	5.6 weeks inclusive of public/bank holidays. In addition to this entitlement, we also gift all employees the days between Christmas Eve and New Year's Day excluding Bank Holidays. Additional leave is accrued based on length of service up to a maximum additional ten 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 Description	
Job Title:	Team Support Administrator
Responsible to:	Referral Team Coordinator
Job Purpose:	<p>Due to an exciting period of growth an opportunity has arisen for the appointment of an Team Support Administrator to join the passionate, dedicated and professional administration team based at our Head Office in Mitcheldean.</p> <p>The role mainly involves taking referrals from children, young people, parents and professionals. Supporting the allocation of referrals, making appointments and collecting feedback from young people within our service, in addition to a variety of administration tasks, which enable and support the service delivery.</p> <p>The Team Support Administrator is the first point of contact for users of the service, who may be in a state of emotional crisis or shock. It is therefore essential that the post holder:</p> <ul style="list-style-type: none"> • is confidential with a high level of personal integrity • has a warm and welcoming manner • a flexible and robust character • efficient in multitasking <p>We are looking for an individual who can learn quickly and work collaboratively alongside a mainly part time staff team.</p>
Main Duties:	<p>Your role may involve any of the following activities depending on the priority of the organisation:</p> <ul style="list-style-type: none"> • Taking telephone counselling enquiries from service users and directing to relevant service as appropriate. • Processing referrals from service users and professionals from the statutory and voluntary sector. • To assist the Counselling Coordinator with the administration and the allocation of clients to counsellors as appropriate. • Managing the Counselling Coordinators', Referral Team and Safeguarding & External Referrals email correspondence, phone and post enquiries. • Using our database to enter allocation information and to send referrals to our counsellors. • To manage the service central email correspondence, phone and post enquiries. • To manage a workload of day to day administrative tasks working effectively and collaboratively within a small administrative team. • To liaise with counsellors about client referrals.

	<ul style="list-style-type: none"> • To enter client data and performance measure statistics onto an internal and external database. • Maintain office equipment and ordering of stationary. • Liaising with counsellors, managing any immediate difficulties which may arise until appropriate Team Lead is available. • Communication via letter, email and phone with detailed direction from other staff, or using own initiative and consultation with others. • Create and maintain accurate and up to date administrative records on all clients of the service. • Attend team meetings and take notes/minutes as appropriate. • To organise meetings, to include room booking. • To collate information/data. • To support Team Leaders/Supervisors in maintaining accurate Standard Operational Procedures. • To provide cover across Referral Team, Safeguarding Team and Coordination Team in times of absence/annual leave.
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.

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 applying 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 experience of supporting people experiencing emotional distress.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		√
1.2 experience of working with children, young people and families.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 		√
1.3 a recognised qualification in a business related discipline.	<ul style="list-style-type: none"> ▪ Application form 		√
1.4 experience of working with complex administrative / organisational systems, policies and procedures.	<ul style="list-style-type: none"> ▪ Application form 	√	
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 the importance of safeguarding children, young people and vulnerable adults and related practices.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
2.3 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
2.4 the issues faced by young people and families experiencing emotional and mental health difficulties.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	

3. Ability			
The successful candidate will be able to:			
3.1 demonstrate a high degree of competency and confidence in the use of IT systems and software packages e.g. Microsoft Word, Excel, PowerPoint etc. navigation of the web, internet and intranet use, email etc.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
4. Communication Skills			
The successful candidate will be able to:			
4.1 convey warmth and compassion to service users.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
4.2 hold professional boundaries with service users.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
4.3 demonstrate a high degree of competency in written and verbal communication skills	<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 the necessary compassion, values and behaviours required to provide person-centred care and support to service users, colleagues and all other charity stakeholders.	<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 	√	

	<ul style="list-style-type: none"> ▪ 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 deal with difficult situations effectively.	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	
5.9 the ability to work in a way that positively engages with issues of diversity and difference.	<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. • to attend monthly reflective supervision 	<ul style="list-style-type: none"> ▪ Application form ▪ Interview 	√	