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Dear Applicant

Business Support Worker (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 post

Please take time to read through the information carefully. If the post interests you and you feel you have the right skills, experience, knowledge and attitude, then we'd be delighted to hear from you. We welcome informal enquiries about this post so should you wish to discuss the post further then please call 03333 444 304 and ask to speak to our CEO, Sara Swire.

To apply, please send us your CV along with a covering letter describing how you meet the criteria for this post and your motivations for applying. Your letter should be no more than 2 sides of A4 in 11pt font size or above. In addition to this please also provide us with details of 2 referees, one of which should be your current or most recent employer.

The deadline for applications is **1pm on Wednesday 13 February 2019**. Applications should be sent electronically to sara.swire@ndnd.org.uk.

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)



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 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 the health and wellbeing of women and girls, particularly those who face multiple disadvantage and those 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...

- Developing quality early intervention services that work with women and girls 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
- Delivering counselling and psychotherapeutic interventions from our Women's Counselling Centre
- Delivering services that are trauma-informed

The following principles underpin our work...

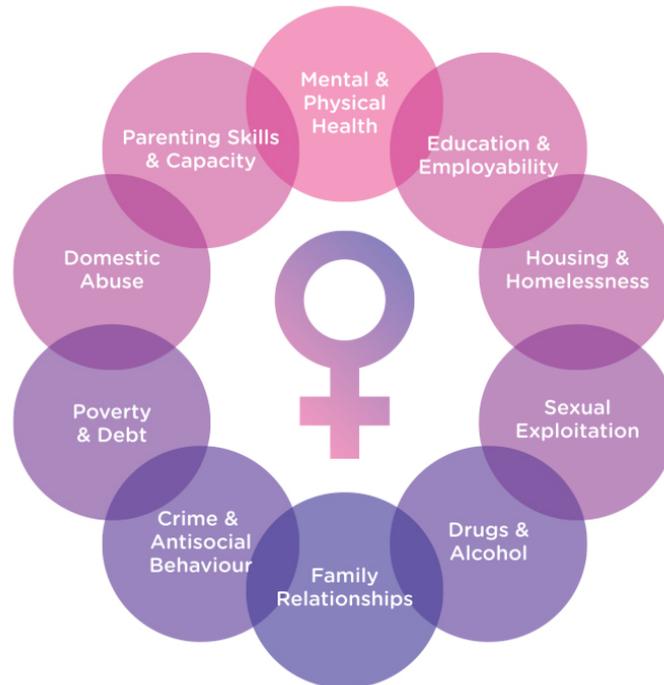
- All women have the right to live their lives free from poverty, violence and oppression
- Women affected by poverty, trauma and abuse have the potential to transform their lives through the provision of a safe environment and high quality, gender-responsive, trauma-informed support
- Women have the right to expect accessible, appropriate and timely support to address their individual needs

Background to the Post of Business Support Worker (Female*)

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.

Our busy Women's Centre is located just off New Walk near to Leicester City Centre. Although we are a small organisation we deliver a big impact; our team of 7 paid staff and 9 volunteers work together to support to over 70 women each week. Last year over 300 women benefitted from our services.

We offer support to women who present with a range of complex needs including:



Our approach is compassionate, non-judgmental and trauma-informed. At present women are mostly referred to us through criminal justice services such as Probation and Police. We deliver women specific interventions and programmes designed to meet their needs and address the underlying causes of their offending. Women can come to us on a community order required by the courts or they can access early intervention through our specialist “conditional caution” whereby women who are arrested can be referred to us for support without having to go through the courts.

In addition to these services we also run therapeutic services to wider community including affordable counselling for women and girls, a free counselling service for women who have been affected by domestic abuse and therapeutic group programmes for survivors of trauma.

The Business Support Worker

This post is an important role in our organisation and provides a range of support activities which contribute to the smooth running of the charity.

The role is an interesting and diverse mix of day-to-day activities. There is strong focus on Customer Service and, being based in our reception area, the role acts as first point of contact for our clients and other visitors. The role supports our team in practical ways such as processing our client referrals, dealing with enquiries from the public and partner agencies, processing client data, managing mailing

lists, carrying out routine health and safety checks, organising repairs and maintenance, ordering equipment and managing supplier contracts.

The role will ideally suit someone who is a skilled administrator who is looking for a role which offers variety and an opportunity to use their organisational and administration skills whilst helping to make an enormous difference to some of our communities' most vulnerable women and girls.

Acting as first point of contact with the women and girls who use our services and we are looking for someone with excellent customer service skills. You will not only be friendly, welcoming and non-judgmental but also confident in communicating with people from a wide variety of backgrounds.

Many of the women who visit our centre can be distressed and anxious so it is vital you are able to quickly put women at their ease. Some of the women we work with can at times display challenging behaviour and it is important that you are confident in responding calmly and effectively to this.

The role requires a flexible approach and the ability to adapt to changing demands. As a small organization it is vital that the person carrying out this role has a "can do" attitude and enjoys acting in a supporting role to help get things done. Whilst being line managed by the Women's Services team Leader, you will be required to take direction directly from the CEO and, at times other members of the team. You will therefore need to be confident in managing competing priorities.

The post also involves handling money and acting in a position of trust. It is essential that the successful candidate is honest and trustworthy and comfortable with being subject to regular checks on their work as required by our finance and fraud prevention policies.

As this post requires contact with vulnerable women and girls it is also subject to an Enhanced DBS check.

We recognize that this is post requires a diverse range of skills and abilities. Whilst some skills and abilities are essential we are willing to provide training and development opportunities to enable the right person to undertake the wider aspects of this role.

New Dawn New Day can be a great place to work and develop your skills in an innovative charity that delivers real outcomes for our clients. You will be part of a small, friendly and supportive team dedicated to making a difference to disadvantaged women and girls.

*(*As this post involves day-to-day contact with vulnerable women who have experienced abuse and trauma, this is a genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)*

Job Description

Business Support Worker (*Female)

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

Post	Business Support Worker
Responsible to	Women's Services Team Leader
Hours	25 hours pw to be worked 5 hours per day Monday to Friday
Contract	Permanent
Location	Central Leicester
Salary	£19,945 pro-rata (actual £13,476 for 25 hours pw) plus 6% pension contribution on completion of successful probationary period

Job Purpose To support the efficient day-to-day operation of the charity through effective customer service, administration, co-ordination of resources and other organisational functions such as health and safety, data management and marketing.

1 Customer Service

- To staff reception, welcoming visitors into the centre and answering telephone enquiries
- To arrange cover for reception when not available eg evenings and holiday times
- To monitor all individuals entering and exiting the building, ensuring they sign in and out
- To deal with referrals to our services, entering client details onto the database and making initial contact to arrange first appointments.
- To follow up on missed appointments with telephone calls, texts and letters
- To log client attendances on the database and submit the data to relevant departments
- To contact staff, volunteers and student placements advising of any cancellations or rearrangements
- To collect income from paying clients, issuing receipts and passing on cash income and receipts to accounts for processing
- To record any overdue money owed from clients
- To support and train volunteers to carry out reception duties

2 Co-ordination of Suppliers, Contracts, Equipment and Consumables

- To control costs through the review and negotiation of contracts with suppliers (utilities, broadband, phones, mobile phones, hygiene, IT, photocopying, insurance etc)
- To co-ordinate the purchase of equipment, goods and services obtaining quotes where appropriate
- To keep an inventory of purchases and equipment and ensuring all equipment is safe and in good working order

3 Building management, security and safety

- To ensure that all contractual lease obligations are met, liaising with the landlord in respect of external repairs and maintenance issues

- To co-ordinate internal repairs, maintenance and improvements, obtaining quotes and keeping records as appropriate
- To co-ordinate contracted services such as IT, cleaning and waste disposal
- To act as “appointed person” responsible for health and safety of clients, staff and volunteers
- To organise health and safety activities such as fire drills, equipment testing and services, alarm testing etc
- To carry out regular risk assessments and health and safety checks
- To organise Fire Risk Assessments, gas equipment servicing, PAT testing and other surveys as required by law
- To ensure that all furniture, fixtures, fittings and health and safety equipment is in working order
- To arrange health and safety and first aid training for staff and volunteers

4 Co-ordination of IT, Data & HR Administration

- To liaise with IT support contractors and co-ordinate IT support and improvement
- To manage the company CRM / database, ensuring all record keeping is up to date and complies with data protection law
- To review and communicate NDND’s data protection policy to ensure that we are legally compliant
- To support HR activities such as recruitment campaigns, issuing of contracts of employment and ensuring HR files are up to date
- To process DBS (Disclosure and Barring Service) checks for all staff, volunteers and placement students

5 Marketing and Communication

- To support the development of branding and marketing materials
- To order supplies of leaflets, posters, stationery, business cards etc
- To lead on Customer Relationship Management, including the management of customer mailing lists
- To support specific marketing activities such as event marketing, newsletter and supporter communication
- To keep websites and social media up to date, co-ordinating appropriate content from staff and volunteers

6 General Administration

- To maintain and update information and recording systems
- To set up customers and suppliers onto our systems
- To send out invoices to customers, following up on outstanding payments
- To prepare for and, when required, attend community networks and marketing events promoting the NDND’s work

7 Other

- To perform any other activity or task required commensurate with the post

Person Specification
Business Support Worker

Essential	
Skills, Knowledge and Experience	Excellent administration and customer service skills
	Excellent IT skills, including MS Word, Excel and Outlook
	Skills and confidence in managing a CRM database (or willingness and ability to learn)
	Strong planning and organisational skills; able to manage competing priorities and take direction from a team of staff
	Good verbal and written communication skills and the ability to listen, reflect and learn
	Ability to ensure the safety and wellbeing of service users at all times
	Ability to review and negotiate contracts with suppliers, obtaining quotes and ensuring best value and effective cost control
	Experience of carrying out health and safety related tasks such as risk assessment or a willingness to learn
	An understanding of the needs of women who have experienced trauma and abuse
	Confidence in working in an environment where women present with a range of complex needs and behaviours
	Effective problem-solving skills
Behaviours	Courteous, approachable and non-judgmental, able to respond sensitively and appropriately to staff, clients, volunteers and placement students
	Ability to support clients who may be in distress and to de-escalate challenging behaviours and situations calmly and appropriately
	Discretion, trustworthiness and the ability to maintain confidentiality
	The ability to be proactive and take initiative
	Tact and diplomacy
	Flexibility and adaptability to work in a continuously changing environment
	Willingness and ability to work in team, collaborating and contributing ideas to improve the quality and effectiveness of our services
	A willingness to take a flexible approach to working some unsocial hours to provide cover for the service and to attend meetings and events as required
	A willingness to learn and grow with the service; increasing skills, knowledge and capacity as required to meet the needs of the service
Desirable	
	Training and/or qualification in the management of health and Safety and/or of acting as an “appointed person”
	Experience of providing front line customer service in a busy small organisation
	Experience of Customer Relationship Management and the use of CRM systems / Databases
	Experience in website and social media management