Dear Applicant

“Our Place” Project – Participation Manager & Women’s Services Practitioner Posts

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

- Some information and background about who we are and what we do
- Detailed job descriptions and person specifications for the available positions
- 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, knowledge and attitude 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 Monday 11 November 2019. Applications should be sent electronically to meg.foxall@ndnd.org.uk.

In order to monitor whether we have attracted candidates from all sections of the community the application form includes an Equality and Diversity Monitoring form. We would be grateful if you would fill out this form and return it with your application. We only use this information for monitoring purposes and, as such, it will be dealt with separately and not form part of the selection procedure.

We are planning to hold interviews for these posts the week beginning 25 November 2019. 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
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 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.
- 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 (including emotional management, parenting, creative arts and trauma recovery)
- 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.
Background to the “Our Place” Project

“Our Place” is a project developed in response to our increasing commitment to develop holistic trauma-informed services for women and girls and the feedback we received as part of an evaluation we carried out in 2017. The key things women identified were:

- They **wanted somewhere safe to go** and be involved in something positive with other women who had similar experiences to them.

- They **wanted opportunities to take part in activities to support their wellbeing and build their confidence**. There was an emphasis on wanting to do social and creative activities, meeting and sharing with peers as well as structured group programmes.

- They **valued the support they got from the staff team** and felt this was the first time they had accessed support from someone who understood them and didn’t judge them.

- They felt they wanted to “**give something back**” and use their experiences to help others.

From our own experience we identified a number of “gaps” in our ability to respond to these needs effectively. In brief these were:

- We had no specific resources to support the development of service user involvement, peer support and volunteering. Staff were busy and often over-stretched and had no capacity to take this work on.

- We had no specific funding to put on activities in addition to our structured group programmes. Most of our funding required us to run specific activities and interventions and there were no resources to run “softer”, more social and creative activities.

- Women who use our services have complex needs often as a result of trauma. These include mental health needs, substance misuse issues, domestic abuse, offending, homelessness, learning disabilities, language and cultural needs etc; issues that need to be addressed before someone has the capacity to become more involved in other activities. Although women get a lot of individualised support from our staff, our current funding doesn’t provide specific resources for this so staff end up doing this work on top of their required contractual activities. There was an identified need to be able to offer a more holistic, wraparound support to women to help them to remove barriers to involvement and participation.

- From our knowledge and expertise in trauma and trauma-informed practice we also began to understand and appreciate the power of bringing women together to connect with each other and the wider community to form relationships to support healing and growth. We therefore identified the need to provide safe opportunities for women to connect with each other.
• Due to their history of Complex Trauma many of the women who use our services experience difficulty forming and maintaining healthy relationships. This can mean that they struggle to connect with others and develop sufficient trust as well as have difficulties maintaining their personal boundaries. This will often put them at risk of exploitation or of potentially exploiting others. Therefore bringing women together to support each other needs a higher level of support and longer-term involvement to manage and respond to these complexities and allow the women space to heal and grow towards a healthier sense of themselves in relationship to others.

In 2018 we began a project to explore new ways of working which would help us to move towards these goals and aspirations and applied to the National Lottery Community Fund for funding to develop “Our Place”.

The aims of this project are:

• To help women and girls heal from trauma by creating a community that fosters a sense of safety, belonging, purpose and hope.

• To help women recognise and build on their strengths to enable them to better give and receive mutual support within their families and with others in the community.

A longer-term aspiration of the project is to create a new Women’s Centre, offering drop-in support, co-located specialist services, one-to-one support, volunteering opportunities, peer support, counselling, therapeutic groups, training and development opportunities and wellbeing activities.

To achieve these aims we will:

• develop opportunities for more service users to be involved in the day to day running of NDND’s services.

• provide packages of wraparound and group support to enable women to address the barriers that may prevent them for being able to participate and thrive.

• increase and develop new opportunities for women in the wider community to support the work of NDND. This could be volunteering to deliver services to women, mentoring individual women etc and also supporting NDND in other ways such as through networking, awareness raising and fundraising.

• work towards the development of a multi-agency trauma-informed Women’s Centre for Leicester providing a range of services and activities designed to involve women in a community of support and improve their lives.
“Our Place” is funded by the **National Lottery Community Fund** for 4 years and these 2 new posts have been created to enable us to achieve these aims and work towards our overall vision. The posts are:

- **A full-time Participation Manager**
  The Participation Manager post is funded for 4 years and will work with service users and women in the community to create a “community of involvement and support” around NDND to enable us to be stronger, more sustainable, more effective and more responsive to women’s needs.

- **A part-time (30hrs pw) Women’s Services Practitioner**
  The Women’s Services Practitioner is initially funded for 2 years and will provide individual wraparound and group support to help women remove barriers to participation. Our aim is to secure continuation funding for this post from grants and fundraising activities over the course of the project.
Participation Manager (Female*)
(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Terms and Conditions

Responsible to Support Services Team Leader
Salary £28,785 plus 6% workplace pension contribution
Hours 37 hours pw

Job Purpose
The Participation Manager will develop a programme of new activities and opportunities in response to women’s needs and create opportunities for women who use our services to become involved in the development and delivery of these activities.

They will also develop new opportunities for women in the wider community to support the work of NDND. This could be volunteering to deliver services to women, mentoring individual women etc and also supporting NDND in other ways such as through networking, awareness raising and fundraising.

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

- Developing and working closely with a service user steering group to identify women’s needs and to plan a programme of activities to meet those needs.
- Building relationships with women who use our services and supporting women to come together to build healthy relationships with each other.
- Working with the wider staff to develop opportunities for women to become more involved in existing services and activities.
- Training and supporting women who use our services to volunteer in specific roles such as peer support and mentoring, co-facilitation of groups and activities and peer evaluation.
- Recruiting, training and supporting women from the wider community to volunteer their time and skills to support our work.
- Building relationships with services and organisations to support the development of a programme of women-centered activities
- Developing and co-ordinating a range of activities in response to women’s identified needs
- Project management activities such as planning, reviewing, monitoring, evaluating and reporting.
- Attending meetings to promote the service and build relationships and collaborate with relevant organisations
- Supporting volunteers on a day-to-day basis, co-ordinating their work and dealing with any support, risk and safeguarding issues as they arise.
- Working closely with the Women’s Services Practitioner and the wider team referring women for wraparound and group support as appropriate.
- Working collaboratively on team projects and activities.
Job Description

Major Tasks

• Co-ordination of Activities
• Service User Participation
• Volunteer Recruitment, Co-ordination & Support
• Safeguarding
• Project Management, Administration, Monitoring and Evaluation

1 Co-ordination of Activities
   a. To work with women who use our services to develop a programme of activities designed to meet their practical, social and emotional needs. This will include planning activities and engaging tutors, practitioners, group facilitators, speakers etc and managing a small activities budget.
   b. To work in partnership with other specialist organisations to set up on-site delivery of a range of additional services such advice and support services, creative activities and learning opportunities.
   c. To ensure that all activities are inclusive and responsive to women’s personal, cultural and access needs.
   d. To work with Team Leader and CEO in fundraising to continue delivery of activities over the period of the project and beyond.

2 Service User Participation
   a. To facilitate the development of a service user steering group to influence and support the ongoing development of NDND and its services.
   b. To recruit and support women who use our services to participate in organised activities
   c. To create opportunities for women to become involved in the delivery of services and activities. These may be specific volunteer roles such as Peer Mentor, Peer Evaluator etc or co-facilitation of group programmes and activities or providing mutual support through our women’s groups and drop-in activities.
   d. To provide training and continuous development opportunities specific to their role.
   e. To facilitate opportunities for women to reflect and learn through their experiences and relationships.
   f. To meet regularly with individual service users to offer support, identify development opportunities, identify any risks and to give and receive feedback.
   g. To refer women to the Women’s Services Practitioner for wraparound support to address their needs and barriers to participation.

3 Volunteer Recruitment, Co-ordination & Support
   a. To develop opportunities for women to volunteer and to recruit, train and support women to carry out these roles. Volunteers may be service users, ex-service users or women in the wider community who wish to support the work of NDND.
b. To assess organisational needs to determine number and range of volunteers needed for particular projects and activities.
c. To create role descriptions for all volunteer positions.
d. To manage volunteer recruitment processes by advertising for available volunteer positions, interviewing candidates, and matching them with appropriate roles.
e. To ensure that all volunteers receive adequate support to enable them to carry out their roles effectively. This will include induction, training, supervision and reimbursement of out of pocket expenses.
f. To review, develop and distribute information regarding volunteer policies and procedures.
g. To meet with volunteers to assess their progress and satisfaction, as well as manage their performance.
h. To cultivate a positive and supportive atmosphere by recognising and celebrating volunteer efforts and successes.
i. To manage communication with volunteers to share news, updates, progress and available opportunities.
j. To maintain a database of volunteers and their activities.
k. To promote the organisation, its volunteer efforts, and its accomplishments internally and externally.
l. To support volunteers in their progression helping them to identify and apply for further training, volunteer positions and employment.

4 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 and to ensure that all women accessing our services comply with these requirements.

5 Project Management, 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 complete all ongoing monitoring procedures and to produce monthly and quarterly monitoring information.
c. To plan, review and evaluate all activities in connection with this project.
d. To produce progress reports for the National Lottery as required.
e. To contribute to the organisation’s overall monitoring and evaluation systems, including contributing to the annual report.
f. To collect evidence of the achievement of positive progression outcomes in order to evaluate the effectiveness of the service.
g. To ensure that records are kept of all contacts and agreements between NDND, the client and appropriate agencies.

6 Other (Core Criteria for all Staff)
a. To actively promote New Dawn New Day’s aims and objectives and to ensure that all contacts with external agencies and individuals accessing the project fully reflect the professional approach of the organisation.
b. To strive towards achieving personal and organisational performance targets.
c. To work flexibly and as a member of the team and to contribute to the smooth running of the organisation, including the sharing of relevant information and expertise.
d. To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
e. To contribute to overall quality assurance procedures and improvement plans.
f. To contribute to the development of services and support the development of the organisation’s overall business plan.
g. To work occasional unsociable hours as required.
h. 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:

- Significant experience of working to support vulnerable, excluded and disadvantaged women (minimum 2 years)
- Project management skills; experience of planning, managing and evaluating activities
- Excellent understanding of community development, user participation, volunteering and peer support
- Ability to train and support women to undertake specific roles
- Ability to build positive and supportive working relationships with service users and volunteers whilst maintaining appropriate professional boundaries
- Excellent understanding of the impact of trauma and the ability to ensure that services are informed by and respond to this
- Effective helping / coaching skills, sufficient to support women to explore options and make positive choices
- 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
- Experience of developing and facilitating groups
- Good working knowledge of the causes and effects of women’s offending behaviour
- Experience and knowledge in at least 2 of the following areas:
  - Mental health
  - Homelessness
  - Substance misuse
  - Sexual violence
  - Domestic abuse
  - Welfare benefits and debt
- Knowledge and experience of safeguarding procedures
- Ability to assess client risks when presented with a range of complex needs
- 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
- Excellent communication skills including the ability to write accurate, concise reports, case studies etc

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

Desirable Criteria
☐ Experience of providing supervision
☐ Experience of managing a budget
☐ Experience of recruiting, supporting and managing volunteers
☐ Experience of carrying out risk assessment procedures relevant to mental health and domestic / sexual violence
☐ Degree and/or qualification in a relevant field
Women’s Services Practitioner (Female*)
(*Genuine occupational requirement - Equality Act 2010, Sch 9, Pt 1, Para 1)

Terms and Conditions

Responsible to Support Services Team Leader
Salary £25,295 pro-rata (Actual £20,509) plus 6% workplace pension contribution
Hours 30 hours pw

Job Purpose
Women’s Services Practitioners provide holistic support to vulnerable women who present with complex needs. Working as part of a team, a Practitioner will have their own designated caseload of women but will work together to deliver a range of interventions designed to meet the practical, social and emotional needs of New Dawn New Day’s clients. On a day-to-day basis the role involves:

- Making contact with new clients to engage them in the service
- Carrying out assessments of new clients to identify their individual support and safety needs
- Offering one-to-one support sessions to women
- Where appropriate, advocating on behalf of women to enable them to exercise their rights and access other services in the community
- Facilitating group programmes
- Reviewing activities and materials and working to develop new interventions and activities in response to women’s presenting needs
- Supporting women attending drop-in services
- Following up on non-attendance to encourage participation
- Attending multi-agency and Core Group meetings as appropriate
- Logging contacts and writing case notes
- Reviewing and reporting progress against client plans
- Attending team meetings and supervision

Depending on funding available, women accessing NDND’s services will normally be referred through the following services:

- Police
- Probation
- Social Care
- Domestic / Sexual Abuse Services
- Substance Misuse
- Homelessness Services
- Mental Health Services
Job Description

Major Tasks
- Client Casework
- Group Facilitation
- Community Outreach
- Safeguarding
- Administration, monitoring and evaluation

1 Client Case Work
a. To work with women to identify their personal, social and emotional needs and devise co-produced plans to address these needs.
b. To undertake a risk assessment of each woman and to adhere to New Dawn New Day’s risk management policies and procedures.
c. To provide one-to-one emotional and practical support to women as required by the service. This may also include dynamic risk assessment, safety planning, advocacy and assistance in accessing other services in the community.
d. To make referrals to other agencies as appropriate including health and social care services, housing and homelessness agencies, domestic abuse and sexual violence projects, GP services, drug and alcohol treatment, supported housing, legal advice, mental health services, sexual health services, and other local specialist support voluntary sector agencies.
e. Where appropriate, to advocate on behalf of the women to ensure that they have access to services and can exercise their legal rights.
f. To carry out regular case work reviews to assess progress and to monitor and report on individual client outcomes.

3 Group Facilitation
a. To facilitate informal group activities.
b. To facilitate NDND’s structured group programmes.
c. To contribute to the ongoing development of NDND group programmes and evaluate their effectiveness.
d. To provide individualised feedback of relating to women’s participation as required.
e. To train and support women to co-deliver training where appropriate.

4 Community Outreach
a. To deliver one to one support and group activities as required on an outreach basis throughout Leicestershire.
b. Where appropriate, to carry out home or community-based visits and accompany the women to appointments etc.
c. To attend events and activities to promote NDND’s services for women.
5 **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 and to ensure that all women accessing our services comply with these requirements.

6 **Administration, Monitoring and Evaluation**

h. 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.

i. To complete all ongoing monitoring procedures and to produce monthly and quarterly monitoring information.

j. To contribute to the organisation’s overall monitoring and evaluation systems, including contributing to the annual report.

k. To collect evidence of the achievement of positive progression outcomes in order to evaluate the effectiveness of the service.

l. To ensure that records are kept of all contacts and agreements between NDND, the client and appropriate agencies.

5 **Other (Core Criteria for all Staff)**

i. To actively promote the new Dawn New Day’s aims and objectives and to ensure that all contacts with external agencies and individuals accessing the project fully reflect the professional approach of the organisation.

j. To strive towards achieving personal and organisational performance targets

k. 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.

l. To make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.

m. To contribute to overall quality assurance procedures and improvement plans.

n. To contribute to the development of services and support the development of the organisation’s overall business plan.

o. To work occasional unsociable hours as required.

p. 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:

- Significant experience of delivering casework support to vulnerable, excluded and disadvantaged women (minimum 2 years)
- Effective helping skills, sufficient to support women to explore options and make positive choices
- Advocacy skills sufficient to ensure that women are able to access services and exercise their legal rights
- Ability to build positive and supportive working relationships with vulnerable service users whilst maintaining appropriate professional boundaries
- Excellent understanding of the impact of trauma and the ability to ensure that services are informed by and respond to this
- 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
- Experience of developing and facilitating effective group work programmes
- Good working knowledge of the causes and effects of women’s offending behaviour
- Experience and knowledge in at least 2 of the following areas:
  - Mental health
  - Homelessness
  - Substance misuse
  - Sexual violence
  - Domestic abuse
  - Welfare benefits and debt
- Knowledge and experience of safeguarding procedures
- Ability to assess client risks when presented with a range of complex needs
- Excellent casework management skills
- 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
- Excellent communication skills including the ability to write accurate, concise reports, case studies etc

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

Desirable Criteria
☐ Knowledge of rights afforded through health and social care provision, housing and homeless law, family law etc
☐ Good working knowledge of the criminal justice system
☐ Experience of carrying out risk assessment procedures relevant to mental health and domestic / sexual violence
☐ 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!*