



Dear Applicant

Please find enclosed an application pack for the post of PA and Office Manager, which contains the following items:

- ❖ Job Description and Person specification
- ❖ Measures of Criteria
- ❖ Application Form and Application Checklist
- ❖ Monitoring Form

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about TinyLife, the job vacancy, and the person required. You should read these carefully to ensure that the job and conditions are suitable.
2. You must complete the application form and application checklist fully and accurately. If there is insufficient space for your answer, continue on a separate sheet.
3. **It is your responsibility to ensure that sufficient information is given on the application form and application checklist to enable a shortlisting panel to assess your suitability for this post.**

PLEASE SHOW CLEARLY IN YOUR APPLICATION HOW YOU MEET THE ESSENTIAL AND DESIRABLE CRITERIA OUTLINED IN THE JOB SPECIFICATION ENCLOSED.

4. Applications, CV's and attached sheets:
 - Applications will only be accepted on proper application forms so that the same type of information is received from all applicants.
 - CV's will not be considered, either in lieu of the application form or in conjunction with it.
 - Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.
5. It is the responsibility of the applicant to ensure **an email or signed hard copy of the complete forms**, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) is returned by: **Friday 12th November at 1.00pm.**

Where an email application is submitted by the deadline, **a signed hard copy of the complete forms**, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) should be returned by: **Monday 15th November at 5.00pm**

Application forms received after this time and date will not be accepted

6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide Documentary evidence of their identity for verification and photocopying.

IT IS ENVISAGED THAT INTERVIEWS WILL TAKE PLACE WEEK COMMENCING MONDAY 29TH
NOVEMBER 2021

Applications should be returned no later than
12th November 2021 at 1.00pm to:

Personal Assistant to CEO
TinyLife
1st Floor
The Arches Centre
11-13 Bloomfield Avenue
Belfast BT5 5AA
or
pa@tinylife.org.uk

Where an email application is submitted
, a signed hard copy MUST also be
be returned by no later than
Monday 15th November 2021 at 5.00pm



TINY LIFE
PA and Office Manager - JOB DESCRIPTION

POST: PA and Office Manager

ACCOUNTABLE TO: CEO (Chief Executive)

POST BASED AT: First Floor, The Arches Centre, 11-13 Bloomfield Avenue, Belfast BT5 5AA (HOME WORKING CONSIDERED FOR PART OF THE TIME)

HOURS: 25 hrs per week

TERM: Permanent subject to funding

SALARY: NJC Spinal Point 12 - 17 (£22,183 - £24,491) pro rata)

MAIN JOB PURPOSE: As a member of the Management Team, you will provide personal assistance to the Chief Executive, secretarial support to the Board of Directors and manage the Administrative Team and general office functions to ensure effective service delivery to the Senior Management Team and organisation overall.

TinyLife is the premature baby charity for Northern Ireland. The organisation provides emotional and practical help and support to alleviate some of the stress of having a premature or sick baby by providing a range of services in neonatal units, in homes and in community settings. We act as the voice of parents by lobbying and campaigning and are involved in research to influence policy and practice.

This is a busy and demanding role and the P.A./Office Manager will be responsible for providing personal assistance and administrative support to the Chief Executive, Board of Directors and from time to time the senior management team. The holder will also oversee the smooth operation of the administrative function within the organisation and office practices to ensure regulatory compliance. The role requires exceptional organisational skills and acting as a pivotal link, both internally and externally, within the charity.

KEY RESPONSIBILITIES

- 1. Support the delivery of the Strategic Direction in line with the mission, aims and values in line with your remit.**
 - Support the promotion our of mission and values in working towards achieving our aims and objectives.

- Set and monitor performance targets for the admin team, planning and allocating work to ensure delivery against this.
- Help ensure effective communication and understanding of our vision, mission, values, objectives and KPI's.
- Act as an ambassador in all interactions, developing and maintaining effective relationships internally and externally as appropriate.
- Act as a pivotal link, both internally and externally, within the charity.

2. Oversee the effective operational delivery and development of high-quality administrative services of the CEO and office in line with KPI's quality standards and legislative compliance.

- Provide personal assistance, full and confidential administrative support to the Chief Executive and from time to time the senior management team.
- Arrange management and board meetings including the dissemination of all papers.
- Take minutes at management and board meetings.
- Support the CEO with governance and company secretary duties.
- Organise events and seminars as directed.
- Extensive diary management.
- Prepare presentation documents and reports.
- Maintain files and databases to maximise effective access of internal information.
- Coordinate and assist with ad hoc projects as required.
- Prepare quality correspondence to and with funders, partners, clients and other high-level contacts.
- Receive visitors and provide refreshments when necessary.
- Provide support in relation to the administration of Human Resources and recruitment processes.
- Record and maintain data for monitoring returns for Equal Opportunities and Article 55 review.
- Update policies in line with current legislation.
- Arrange staff training as and when required.
- Oversee reception and general administration.
- Provide line management support and supervision to the Reception Team.
- Allocate, monitor, review and quality assure work as appropriate.
- Support the team to undertake general administration as may be required.
- Support staff with I.T and liaise with I.T providers when problems occur.
- Provide cover for reception as and when required including answering incoming calls, handling mail, greeting visitors, taking payments for breast pumps and fundraising events in line with office procedures.
- Maintain an organised personal work area and ensure the team do the same.

3. Ensure effective personal leadership and supervision.

- Act as a role model ensuring a professional approach and adherence to the values of the organisation at all times.
- Providing effective leadership, support, supervision, constructive feedback and development to the administrative team and others as required, to promote accountability and achieve a high-performance culture.
- Hold regular team meetings in order to maintain good communication within the department, and to provide a forum to share concerns, experience and skills.
- Comply with and contribute to the on-going development of the organisation's operational and people related policies and procedures.
- Support the recruitment and selection processes to identify the best employees in line with organisational requirements, legislative requirements and best practice.
- Help ensure that employees and volunteers are effectively inducted.
- Seek advice and take appropriate action to manage performance, sickness, disciplinary and other issues in line with TinyLife policy and procedures.

- Assist / ensure the training and development needs of the team are regularly identified and effectively addressed to develop their skills and abilities.
 - Be committed to your own on-going professional development.
 - Promote the empowerment of others.
- 4. Ensure regular reporting including against KPI's.**
- Ensure the timely preparation and presentation of regular management information reports on all matters relating to your area of responsibility for internal and external reporting.
 - Seek feedback for internal stakeholders to inform current and future development of administrative support across the organization.
 - Ensure manual and computerized records are maintained and are accurate and up to date at all times.
 - Support the effective monitoring and evaluation of all activities and outcomes as may be required in line with organisation and stakeholder requirements.
- 5. Research, Continuous Improvement and Development to meet current and future needs.**
- Regularly review the external and internal landscape to identify opportunities and keep abreast of developments to enable new and creative approaches to be deployed in areas under your remit.
 - Assist with research, assemble and analyse data for funding and other documents.
 - Review operating procedures and implement improvements where necessary.
 - Encourage new ways of working to promote innovation, creativity and experimentation to ensure continuous improvement.
- 6. Ensure effective financial management and use of resources.**
- Ensure the efficient and effective use of all our resources (staff, financial, physical).
- 7. Assist with the management of Risk, H&S, Quality and Compliance.**
- Ensure appropriate risk assessments are undertaken in relation to all aspects of the team and all risks minimised in line with our policies and procedures.
 - Assist with Health and Safety reviews and assessments and maintenance of the Risk Register. Support the implementation of recommendations in the Action Plans.
 - Ensure adherence of quality assurance standards and codes of practice in line with changing requirements, legislative compliance and best practice in relation to the activities under your remit.
 - Ensure confidentiality and take proactive steps to ensure compliance to GDPR at all times, ensure appropriate training and procedures are in place to minimize risk, maximise data security and to handle any actual or potential breach.
 - Help champion a proactive culture to Health and Safety across the organisation and ensure all Health and Safety responsibilities are adhered to under your remit.
 - Ensure that any matters in relation to Health & Safety (including security) issues are resolved and / or brought immediately to the attention of the CEO and / or Board as appropriate.
- 8. Other.**
- To carry out such other duties as required within competence and the demands and responsibilities of the post.

This job description may be subject to change in line with the changing needs and demands of the organisation.

Core Competencies and Behaviours: The following competencies will be

explored at interview

To fulfil this role, the successful job holder will need to demonstrate the following:

- **Effective Leadership:** The ability to manage, inspire, motivate, support and develop others to achieve goals whilst maintaining responsibility and accountability.
- **Focus on Outcomes / Project Management:** Exceptional organisational skills and strong attention to detail; with the ability to effectively plan and organise work efforts / projects, anticipate issues and overcome obstacles to ensure results are delivered in line with organisational goals and KPI's.
- **Building Relationships, Teamwork and Communication:** The ability to act as an effective ambassador and team player to build and maintain effective relationships with a range of service users / clients / stakeholders (both internally and externally) ensuring appropriate two-way information sharing.
- **Sound Judgement and Decision Making:** The ability to gather, analyse and evaluate the appropriate data / information to generate solutions enable effective judgements and decisions to be made to influence or negotiate with others.
- **Innovation, Change and Resilience:** The ability to use your initiative to think ahead and evolve / implement new service innovations / geographical delivery opportunities, ensuring their effective management, and helping others to adapt within a changing environment.
- **Service Excellence:** The ability ensure high quality standards and customer service excellence are consistently delivered.
- **Technical and Professional Development:** Effective use of IT.

TINYLIFE IS AN EQUAL OPPORTUNITIES EMPLOYER

PA AND OFFICE MANAGER
PERSON SPECIFICATION



ESSENTIAL

- 'A' level qualification plus GCSEs (grade A-C) or equivalent in English Language and Maths
- Minimum of 3 years' experience working at senior level for a Chief Executive or Director
- Minimum of 2 years' experience providing secretarial support to a Committee or Board of Directors
- Demonstrable ability to manage people to successfully deliver against KPI's / operational outcomes
- Experience of supporting/assisting development and implementation of Health and Safety practices throughout an organisation
- Experience of supporting HR and recruitment functions within an organisation
- Demonstrable ability of IT proficiency including use of Microsoft Word, Outlook, Excel and PowerPoint
- Excellent organisational and time management skills, including planning and prioritisation of work whilst retaining a flexible working attitude
- Excellent communication skills, both oral and written, with ability to deal with people from all levels within community, government and charities

DESIRABLE

- Good team player, with initiative, patience and confidence
- Experience of research and report writing
- A commitment to equal opportunities and the aims and values of TinyLife

SPECIAL REQUIREMENTS

- Eligibility to work in the UK

Terms and Conditions of Employment

- Two satisfactory references are required
- Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other form of identification that will be outlined if no passport is available.

Benefits

- 25 days annual leave plus 12 statutory days (pro-rata)
- Organisation Pension available – up to and including 6% contribution by TinyLife
- Free access to Organisation’s health scheme (after successfully completing 6 months probation)

MEASURES OF CRITERIA

CRITERIA	APPLICATION	INTERVIEW
Qualifications/Education	X	
Experience	X	X
Team leadership	X	X
Support for office practices and functions	X	X
IT	X	X
Organisation Skills	X	X
Communication Skills	X	X
Self-Management / Personal Attributes		X
Special Requirements	X	
Desirable Criteria	X	X

TINYLIFE JOB APPLICATION FORM



Job Ref: PAOM/10/21

Application No:

- Please write clearly (type or block capitals)
- All information will be treated in confidence and will be used by TinyLife to assess your suitability for the job
- Candidates will be short listed on the basis of information contained in this application and checklist

The Vacancy

Job Applied For:	
Where did you see ad?	
Surname:	
Forename (s):	
Address:	
Postcode:	
Home Tel. No.	
Mobile No.	
Email Address	
National Insurance No.	

References

All offers of employment are subject to receipt of satisfactory written references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post.

First Referee	Second Referee
Name:	Name:
Address:	Address:
Tel:	Tel:
Email:	Email:
Occupation:	Occupation:
Relationship to you:	Relationship to you:

Please contact my first referee prior to interview:	Yes / No
Please contact my second referee prior to interview:	Yes / No
Have you ever been convicted of a criminal offence? <i>[Exclude convictions which are spent under the Rehabilitation of Offenders (NI Order 1978)]</i>	Yes / No
Have you ever been excluded / barred from working with children and/or young people?	Yes / No

Your Qualifications

Type of Exam (GCSE, NVQ, A Level, Degree etc)	Subject	Grade

Are you currently employed?	Yes / No
Notice Required:	

Previous Jobs (Start with present or most recent job)

Name & Address of Employer	Dates employed & salary	Type of Job (give brief description of duties)	Reason for Leaving

[Please attach additional sheet if required]

CHECKLIST

PA and Office Manager

Job Ref: PAOM/10/21

Application No:



Name of Applicant: _____

ESSENTIAL CRITERIA

You should use this section to clearly demonstrate how you meet the essential criteria for this post as identified in the job advertisement and personnel specification.

DEMONSTRATED RELEVANT EXPERIENCE IN the criteria below:

1. Minimum of 3 years' experience working at senior level for a Chief Executive or Director

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 250 words)

2. Minimum of 2 years' experience providing secretarial support to a Committee or Board of Directors

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

3. Demonstrable ability to manage people to successfully deliver against KPI's/operational outcomes.

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 250 words)

4. Experience of supporting/assisting development and implementation of Health and Safety practices throughout an organisation

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

5. Experience of supporting HR and recruitment functions within an organisation

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 150 words)

6. Demonstrable ability of IT proficiency including use of Microsoft Word, Outlook, Excel and PowerPoint

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

7. Excellent organisational and time management skills, including planning and prioritisation of work whilst retaining a flexible working attitude

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

8. Excellent communication skills, both oral and written, with ability to deal with people from all levels within community, government and charities

Please use the space below to demonstrate this experience with dates, as appropriate. Additional pages will not be accepted. (Max 200 words)

DESIRABLE CRITERIA

You should use this section to clearly demonstrate how you meet the desirable criteria for this post as identified in the job advertisement and personnel specification.

DEMONSTRATED RELEVANT EXPERIENCE IN the criteria below:

1. Good team player with initiative, patience and confidence

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 150 words)

2. Experience of research and report writing

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 150 words)

3. A commitment to equal opportunities and the aims and values of TinyLife

Please use the space below to demonstrate this experience with dates, as appropriate.
Additional pages will not be accepted. (Max 100 words)

SPECIAL REQUIREMENTS

You should use this section to clearly demonstrate how you meet the special requirements for this post as identified in the job advertisement and personnel specification.

1. Eligibility to work in the UK

Please use the space below to demonstrate how you meet this requirement.
Additional pages will not be accepted. (Max 50 words)

Declaration

I declare that the information I have given is correct.

Signed: _____ Date: _____

MONITORING FORM

Ref: PAOM/10\21

TinyLife is committed to promoting equality, diversity and an inclusive and supportive environment for staff, volunteers and families.

In particular TinyLife will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

In order to do this, it is necessary to collect information from all employees and job applicants on the key characteristics which relate to equality and diversity in employment.

The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

This part of the application will be treated in the strictest confidence.

All applicants should complete this section. The information will also be used for the purpose of monitoring in terms of the principles of equality of opportunity and will not form part of your application.

Please provide information below about yourself that would assist this process

Please indicate your religion or the religion to which you would be perceived to belong by ticking the appropriate box below:

I am a member of the Protestant Community

I am a member of the Roman Catholic Community

I am a member of neither the Protestant nor the Roman Catholic Community

Please indicate your gender by ticking the appropriate box below:

Male

Female

Do you consider yourself to have a disability under the terms of the Disability Discrimination Act 1995, defined as a physical or mental impairment, which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities?

Yes

No

If 'yes', please state the nature of your disability:

Please describe your ethnic origin by ticking the appropriate box below:

Bangladeshi	<input type="checkbox"/>	Irish Traveller	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	White	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Mixed Ethnic Group	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

This monitoring form should be returned in a separate envelope to:

Monitoring Officer

**TinyLife
First Floor
The Arches Centre
11-13 Bloomfield Avenue
Belfast
BT5 5AA**

Privacy Notice for Recruitment

This document sets out the main elements of the data we collect about you as an applicant, why we collect it and what we do with it during and after the recruitment process. We want you to feel assured that we manage your data confidentially, safely and securely.

Content of our Privacy Notice

- The Data we collect, why we collect it and how we use it
- Data Disclosure and Security
- Retention of Recruitment Data
- Making a Data Subject Access Request (DSAR)
- Making a Complaint

In accordance with our recruitment process, you are advised that personal and sensitive data about you may be collected, transferred, processed, stored, and retained in a manual and/or computerised form in a fair and lawful manner by the Company and/or by its third-party representatives. The information that you provide during the process will only be used for the purpose of progressing and evaluating your application in line with our contractual obligations and/or to fulfil legal or regulatory requirements.

You are advised that for reasons other than set out above, we are required to seek your consent to collect, hold, process and retain other data. If this applies you will be informed and you may opt not to consent. In any such circumstances, we will work out how we may best work with to you/deliver those services to you.

The Data we collect, why we collect it and how we use it

We collect and process certain data that either you provide to us or data we collect from or about you. This is so as we can contact you to progress your application and/or assess your suitability for the role you have applied for including undertaking any other checks and verifying data as may be necessary. We will not collect more information than what we need to fulfil our stated purpose and will retain it for no longer than necessary. The information we collect will be retained by us during the process and for a period after the recruitment process has been closed to ensure we can fulfil our legal obligations. *You do not have to provide the information, but it may affect our ability to progress your application if you do not.*

We will request certain information throughout the different stages of the recruitment process:

Application Stage: Typically, this may include asking you to supply the following information: CV/Application form including: Your name, contact details, previous experience, qualifications, professional memberships, references. You may also be asked to provide equal opportunities information at this stage. If we have 11 or more full-time employees working 16 hours or more per week, we are required to monitor this information by law under Fair Employment legislation. Whilst we encourage you to complete the Equal Opportunities Monitoring form, you are advised that it will not affect your application if you do not do so. This information will not be made available to the recruiting manager. The data will be shared with the Equality Commission on an anonymised/collective basis as required by law.

Shortlisting: The recruitment panel will shortlist all applications for interviews. They will be provided with your CV/Application in order to shortlist against the criteria. Your equal opportunities information will not be made available to them.

Assessment and selection: Applicants who have been shortlisted will be invited to attend a selection event which may comprise of an interview and other methods, such as psychometric tests. The information collected and retained may include interview notes, test results and any letters to you including to those who have been deemed unsuccessful at shortlisting or interview stage. Other personal and/or sensitive data may also be collected, processed and retained at various stages of the process such as: photocopies of

your passport/other appropriate documentation to confirm your eligibility to work in the UK as required by law, proof of qualifications, criminal records declaration and a satisfactory Access NI or other security checks, references details including confirming your previous employment history, medical questionnaire and other pre-employment checks as may be appropriate to the role.

We may also use the information we collect to enable us to provide updates to you including, if appropriate, to advise you of other available opportunities/suitable vacancies for which you may wish to be considered and/to improve our recruitment processes.

The information we collect, process and retain is necessary in order for us to progress your application and meet our contractual and legal obligations.

Data Disclosure and Security

Our recruitment processes and/or selection tests may be provided/managed by a third-party company acting on our behalf. If so, they will also collect and hold these documents. We will have contracts in place which means they can only process your personal information under our instruction and only for the purposes intended. They are not permitted to share your personal information with anyone and must hold it securely and retain it only for the period as instructed by us. Your data may also be shared with the Equality Commission, HM Revenue and Customs and other parties as required for the purpose of fulfilling our legal obligations and our contractual obligations in relation to undertaking and verifying pre-employment checks as appropriate to the role. The information provided will be stored in secure databases and other cloud-based services, as well as paper files which will be retained in locked filing cabinets.

We confirm that we have appropriate security measures in place to manage and restrict access to your personal information and to prevent unauthorised access. This data is only available to authorised personnel who need to know that information in order to process it for us. These individuals are subject to strict contractual confidentiality obligations and may be subject to disciplinary and other action including termination of their contract/employment if they fail to meet these obligations.

Retention of Recruitment Data

General Application and Selection Information	At least 1 year from monitoring date
Recruitment monitoring information This relates to our obligation to monitor the gender and religious breakdown of our workforce and to report on this to Government Agencies.	At least 4 years for applicants, for duration of employment for employees
Disclosure information/vetting for criminal offences (if required) This relates to retention of identity information, your vetting code and date confirming Vetting. This information is only requested when the role or business undertakes regulated activities for the purposes of Safeguarding to ensure we manage our legal and safety obligations to clients.	For the duration of your employment and at least 6 years after termination

Data Subject Access Request (DSAR)

You have a right to access information we may hold on you to confirm the accuracy of data and check the lawfulness of its processing or to allow you to exercise your rights including to correct or object if necessary.

If you wish to make a request for information we hold on you, this should be made to Alison McNulty, tel 02890 815050 / email alison@tinylife.org.uk

- Your full name, address and contact details
- Any information used by us to identify you (such as Application number)
- Details of the specific information required and any relevant dates

We will normally respond to your request within one month. However, this may be extended by a further two months whereby a request is complex or numerous. If this applies we will write to you within one month of the receipt of the request and explain to you and explain why the extension is necessary.

The information will normally be provided to you free of charge. However, we reserve the right to charge a reasonable fee when a request is considered to be 'manifestly unfounded', 'excessive' or 'repetitive.' In such cases the fee will be based on the administrative cost of providing the information. In exceptional circumstances, we may refuse to respond to the request. If this applies we will explain to you why and inform you of your right to complain.

Making a Complaint

You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.