



# Administration

## Assistant

Information for

Applicants

Improving the lives of Older People living in the Ballymena, Larne & Carrickfergus areas.

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### Who are we?

**Mid & East Antrim Agewell Partnership (MEAAP)** is an inter-agency based partnership aimed at improving the lives of Older People aged 50 years and over, living in the areas of Ballymena, Larne & Carrickfergus.

In July 2013 MEAAP successfully secured funding from The Big Lottery Fund to launch our first flagship project, 'Ageing Well and Reaching Out'. Since then, the charity has grown in strength and now supports a membership of over 120 community groups as well as individual Older People from all over Mid & East Antrim through a variety of health and wellbeing services and initiatives.

### Our Vision

MEAAP's vision is for "Mid & East Antrim to be a place where everyone can actively 'agewell' together, being involved, heard and valued".

MEAAP listen to Older People's lived experience to pursue opportunities that will improve health and wellbeing for the ageing population in our community now, and in the future.

### Looking Towards the Future

As we continue and expand our services across the Mid & East Antrim area, we are looking for talented and passionate individuals to join our team. We are delighted to present this pack, and now invite applicants to apply for the following position:

- Administration Assistant

### What do we do?

MEAAP run a range of projects including;



**Ageing Well Services** - We work in partnership with Mid & East Antrim Borough Council (MEABC) Community Planning Partnership to support the delivery of the 'Good Morning' telephone befriending service in each of the areas, as well as an Older Peoples Handyman service for small home repairs.



IMPACTAgewell

#### **IMPACTAgewell®**,

IMPACTAgewell is our innovative community led, social prescribing programme which has been developed and delivered by a wide range of healthcare practitioners including GPs, Community Pharmacists, Social Work teams and commissioners, thanks to funding from The Dunhill Medical Trust and The Health & Social Care Board.

#### **Community Navigator Service**

We partner with Age NI to deliver the Community Navigator Service which is funded by the Northern Health & Social Care Trust (NHSCT). This service allows us to work much closer with the NHSCT teams, and offer Older People and their families/carers as well as Health Care Professionals and Statutory agencies the opportunity to secure information on the wide range of support that is available via the community/ voluntary sector as well as join the dots between agencies.



#### **Health and Wellbeing Projects**

MEAAP also run a variety of small but vital projects relating to the health and Wellbeing of Older People in our area. These have included; 'Healthy Steps to Ageing' – a Building Community Pharmacy Project designed to support Older People identified as needing support and more recently, in light of the COVID-19 pandemic, we have developed more projects which will help Older People gain access and connect to the digital world.



#### **Community Engagement and Support**

As a charity we work extensively with local statutory and voluntary partners in community support. Since the start of the COVID-19 pandemic, work in this area has expanded to include emergency response helplines for those shielding, the coordination of volunteers for essential grocery and prescription delivery, meal deliveries to vulnerable people and friendship groups for older people living in their own homes as well as online intergenerational activities for local care home residents.

## Our Work and Impact

In 2020, we worked to support Older People in our community, engaging with care homes, community groups and directly with members of our community through our services, ensuring the voices and needs of the Older People in our area were upheld and protected.



**58,786 Good Morning Calls Made**



**395 Handyperson Visits Made**



**19 Different Funders**



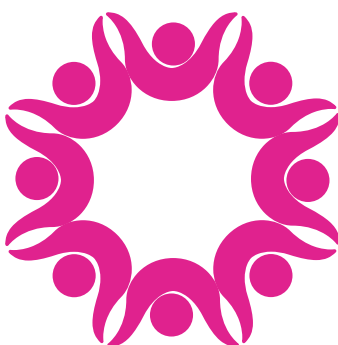
**19 GPs involved in IMPACTAgewell**



**5,000 Diverse Community Calendars distributed**



**18 IMPACTAgewell Community Partnerships**



**Engaged with 138 Community Groups**



**381 new IMPACTAgewell Referrals**



**Engaged with 24 care homes**

**JOB DESCRIPTION:** MEAAP Administrative Assistant

**Location** MEAAP Head Office, 18 Queen Street, Ballymena

**Responsible to:** MEAAP Executive Director

## Key Objectives

The person appointed will be a member of the administrative team and will provide support to the Finance and Admin Officer and MEAAP Senior Management Team to provide an efficient and safe operation of the office environment. They will work closely with the Finance and Admin Officer in ensuring excellence in the management of the charity.

### Objectives

- To help ensure the effective running of all organisational systems.
- To provide support services for the organisation.
- To assist in providing timely and accurate information to funders, donors and others as required, and to help ensure that the administration of the organisation is efficient and fit for purpose.
- To help protect and build the reputation of MEAAP – particularly amongst funders and current and potential supporters.

### Job Description

The main responsibilities & deliverables for this post include:

#### 1. Facilities Management

- Provide administrative support to MEAAP.
- Provide a photocopying/typing/filing service.
- Assist in minute taking/letter writing when requested.
- Produce leaflets/posters/newsletters/e-Zines etc. for MEAAP.
- Answer telephone take and record messages.
- Support the Finance and Admin Officer to deal with enquiries/referrals from local groups/statutory agencies and Older People directly.
- Ensure that the office is a safe and welcoming environment.
- Maintain the organisational filing system and ensure that they are appropriately stored in line with data protection requirements.
- Advise groups and Older People on information available on request.
- Arrange and update information displays and notice boards in MEAAP Offices.
- Contribute (with others) to the maintenance and regular updating of MEAAP's website, facebook and any other related social media.
- Undertaking any other reasonable duties as may from time to time be required by MEAAP.

- Observe all Health & Safety policies and procedures.
- Assist volunteers involved in the wide range of MEAAP Projects.
- Assist Finance and Admin Officer with financial returns to relevant funders.
- Liaise with all relevant statutory and voluntary agencies as required.
- Liaise with local community groups as required.
- Attend & represent MEAAP at local community events.
- Provide support to help organise and deliver a wide range of community events

### 2. Financial Management

- Assist Finance and Admin Officer with financial returns to relevant funders.

### 3. Supervision Received

- Direct supervision by the Finance and Admin Officer, but the Administrative Assistant is expected to display significant initiative within the framework of agreed work-plans.

### 4. Work Complexity

- The job requires the application of a wide range of skills, and an ability to effectively manage time and resources. This position is central to the overall continued success of the work of MEAAP. It requires initiative, enthusiasm and drive.

### 5. Confidentiality

- The post holder should ensure professional confidentiality as appropriate.

**The job description is a general outline of the post as it is currently perceived by MEAAP. This job description is not intended to be restrictive or definitive and will be modified to meet the requirements of the evolving needs of the services we provide. The responsibilities of the post will change in line with continuous improvements as MEAAP aims to meet its vision, strategic planning and best response to the needs of clients accessing our services.**

**MEAAP is an Equal Opportunities Employer**

### Person Specification:

#### Essential Criteria

- At least 5 GCSE's, to include English and Maths, (grades A – C) or equivalent.
- Have a minimum of 1 year working experience in an admin role
- A high level IT competence in Microsoft office (particularly Word and Excel)
- Applicants must be able to demonstrate initiative and drive and possess good financial, communication and interpersonal skills.
- Ability to work as part of a team
- Flexibility within our changing service environment.
- Access to Car & Full Clean Driving Licence.

**Please note Selection criteria may be subject to change to assist with shortlisting.**

#### Conditions of service

**Salary:** £18,562 pro rata per annum (NJC Pt 3)

**Pension:** 3% Employers Pension Contribution

**Working Hours:** This is a full-time position **35 hours per week** - working 5 days a week: 9.00am– 5.00pm.

Applications will be considered from applicants who can work a **minimum of 21 hours per week, minimum 3 days per week, 9.00am to 5.00pm.**

Overtime and evening meetings will be necessary from time to time. Such time will be remunerated by time off in lieu, to be taken within a one-month period.

**Contract Period:** Fixed term contract for a period of **9 months for Maternity Cover.**

**Annual Leave:** 22 days per year (pro rata) plus public holidays.



### **How to apply**

To apply for this vacancy, please forward an up-to-date CV to: [hrofficer@viablecs.org](mailto:hrofficer@viablecs.org)

Applications should be returned by **Monday 28th June at 12 Noon.**

**Applications received after this time and date will not be accepted.**

Interview invites will be issued after this date, with interviews held on **Wednesday 30th June 2021**, and will be conducted via Zoom.

We look forward to hearing from you, and wish you all the best in your application and the process ahead. For any queries please contact [hrofficer@viablecs.org](mailto:hrofficer@viablecs.org).

### **1. Introduction**

Mid & East Antrim Agewell Partnership (MEAAP) is a “data controller”. This means that we are required under data protection legislation to notify you of how we will collect and process your personal data relating to job applicants as part of our recruitment process.

This notice will explain how we collect your personal data, its use, storage, transfer and security. We will also explain what rights you have in relation to how we process your personal data. It is important that you read this notice, together with any other privacy notice we may provide during your employment, so that you are aware of how and why we are processing your personal data. We may update this notice at any time.

### **2. Data Controller obligations**

We are required by law to ensure that when processing any of your personal data that it is:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept in a form which permits you to be identified for only as long as necessary for the purposes we have told you about.
- Kept securely.

### **3. Information we collect about you**

- Your name, salutation, addresses, contact numbers, and personal email addresses.
- Date of birth.
- Gender and religious background.
- Identification documentation -Copy of driving licence, passport etc
- Documentation relating to your right to work in the UK
- Copies of right to work documentation
- References and other information included in or cover letter or as part of the application process.
- Records of your previous employment (including job titles, work history, working hours, training records and professional memberships and salary details)
- Information from interviews you may have

### 4. Collection of Data

We may collect this information in a variety of ways. For example, data might be contained in application forms (including when these are sent to us as part of speculative applications or queries), obtained from your passport or other identity documents, or collected through interviews or other methods of assessment or an employment agency. We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made to you.

Personal Data is kept in personnel files or within MEAAP HR and IT systems.

### 5. Usage of your personal data

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. To process your application and to help us decide whether to make an offer of employment to you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

### 6. Purpose for using your personal data

We may process your data for the following purposes:

- Making a decision about your recruitment or appointment.
- AccessNI checks.
- Determining the terms on which you work for us.
- Checking you are legally entitled to work in the UK.
- To prevent and detect fraud.
- Equality and diversity monitoring.

### How we process “special categories” of more sensitive personal information

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Trade union membership (only where you have mentioned this in your application e.g. where you list being a union representative in “positions of responsibility”).
- Information about your health, including any medical condition, health and sickness including pre-employment screening.
- Information about criminal convictions and offences.

We only collect criminal conviction data where it is appropriate given the nature and where the law permits us. This data will usually be collected at the recruitment stage, however, may be also collected during employment should you be successful in obtaining employment.

These “special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. Our data protection policy contains details of the safeguards which we are required by law to maintain when processing such data.

We may process special categories of personal information in the following circumstances: Where we need to carry out our legal obligations or exercise rights in connection your application. For example, we will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits

### **If you do not provide your data to us**

One of the reasons for processing your data is to allow us to carry out an effective recruitment process. Whilst, you are under no obligation to provide us with your data, we may not be able to process, or continue with your application

### **7. New purpose for using personal data?**

We will only use your personal data for the stated purposes, unless we consider that there is a need to use it for another reason and that reason is compatible with the original purpose. However, if we consider that it is necessary and reasonable to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so.

There may be circumstances where we have to process your personal data without your knowledge or consent, where this is required by law and in compliance with the above rules.

### **8. Automated decision making**

It is our intention that you will not be subject to automated decision making which will have a significant impact on you, unless we have a lawful reason for doing so and we have notified you.

### **9. Third party service providers and data security**

Third party service providers are only permitted to process your personal data in accordance with our specified instructions. They are also required to take appropriate measures to protect your privacy and personal information. We do not allow your information to be used by the third parties for its own purposes and business activities.

### **10. International transfer outside of the European Economic Area (EEA)**

We may transfer personal information outside the EU. If we do, you can expect the information to be held and used in a way that is consistent with and which respects the EU and UK Laws on Data Protection

### **11. Data Retention**

We will retain your personal data for as long as necessary to fulfil the purposes we collected it for. Our retention policy details the periods of retention for the different types of personal data. We are only allowed to keep your information if we need it for one of the reasons we describe above.

### **12. Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

### **13. Your Rights**

As a data subject you have the following rights:

- The right to be informed
- The right of access to make a subject access request – you can request a copy of the personal data we hold about you
- The right to rectification – you can ask that we correct any personal data found inaccurate or out of date.
- The right to erasure – you can ask that your personal data is erased
- The right to restrict processing – tell us to stop using information about you to sell products or services
- The right to data portability - provide you or someone else (on your request) in a structured, commonly used and machine-readable format with the information you have provided to us about yourself.
- The right to object - you can tell us you no longer would like us to process your data and to stop processing.
- Rights in relation to automated decision making and profiling – request that we do not make decisions about you that allows computers to make decisions about you based solely on automated processing.

You have the right to complain about how we treat your Personal Data and Special Personal Data to Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

### **14. Your duty to inform us of any changes**

In order that we can ensure that the personal data we hold in relation to you is accurate, it is important that you keep us informed of any changes to that data.

### **15. Important information about this privacy notice**

We reserve the right to amend or update this privacy notice at any time. We will provide you with a new notice when we make any updates.