



## Application Pack

### Operations Administrator

We want our application process to be right for you as an individual. If there's anything we can do to make the process below more straightforward for you, please email [recruitment@barnwoodtrust.org](mailto:recruitment@barnwoodtrust.org) and we will contact you to discuss what support we may be able to provide.

Our careers page on our [website](#) has some examples of things we may be able to put in place.

#### **We are recruiting for:**

1 x Full Time (Permanent Contract)

#### **The application pack consists of the following:**

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#### **After reading this pack, you will need to complete our online application form:**

- Answer the 3-role specific competency-based questions.
- Provide your personal details, work history and experience.
- Please consider completing our equal opportunity monitoring section. Your equal opportunities information is separated from your application at source and is not seen by the recruiting manager.
- **Deadline for applications: 12.00 noon on Friday 30<sup>th</sup> June 2023**
- **Shortlisting: Wednesday 5<sup>th</sup> July 2023**
- **First interviews: Monday 10<sup>th</sup> July 2023**
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## Barnwood Trust

Barnwood is an independent charitable Trust. We get millions of pounds of funding out into the county every year. But money is only part of the story.

We join with the people, communities and organisations in Gloucestershire's disability and mental health movement – creating change so that disabled people and people with mental health conditions have choice of opportunities, access their rights, and are included where they live.

What do we do? We investigate the long-term, complex issues and barriers faced by disabled people and people with mental health conditions. We share research, develop projects, and run campaigns to influence the change that's needed. We partner with local organisations, involve people with lived experience directly in our work, and look for better ways to fund.

Barnwood Trust was set up over 200 years ago. Today, we are not your typical funder, and we don't work in isolation. Learning and collaboration run through everything we do. We bring people together for a different conversation and explore big ideas.

We listen and add clout where we can, to help make changes happen – building belonging and making a difference in the life of the county.

We are a mixed team of staff and Trustees at Barnwood with lived experiences of disability, mental health and neurodivergent conditions, and passionate allies in the disability and mental health movement.

## Our Values

### Focused



Disabled people and people with mental health conditions across Gloucestershire are at the heart of everything we do

### Inclusive



Connecting and collaborating with openness and honesty, we ensure all voices are respected, heard and valued

### Bold



In the face of change and uncertainty we are flexible and confident in finding ways forward

### Forward Thinking



Using our independence, we explore long-term solutions to everyday challenges



## Terms and Conditions

### **1 x Full Time (Permanent Contract)**

- This role is permanent, and we welcome applications from people looking for full time hours (37.5hrs per week). We offer a flexible start between 8am and 9.30am Monday to Friday
- Salary £29,607
- 36 days holiday inc. bank holidays

Due to the nature of its duties, this position is predominantly based in our office in central Cheltenham with only occasional and irregular opportunities for home working.

Barnwood Trust is committed to safeguarding and promoting the welfare of disabled people and people with mental health conditions and expects all employees to share this commitment.

All offers of employment are subject to several employment reference checks and a basic DBS check provided by the Trust.

## Job Description

### **PURPOSE**

Our Operations Administrator provides welcome and reception to visitors at Overton House, ensuring the smooth running of meetings at and for the Trust. The role is also responsible for administering the Trusts policies and practices for our employees, volunteers, and visitors.

### **INTRODUCTION AND BACKGROUND**

Our vision is that Gloucestershire will be a better place when disabled people and people with mental health conditions are equal, empowered and their rights are upheld.



The Trust's purpose is to act as an agent of social change, working alongside disabled people and people with mental health conditions to create that change.

Our work is focused on three strategic goals:

- Disabled people and people with mental health conditions across Gloucestershire have **choice** of opportunities that meet their hopes and passions.
- Disabled people and people with mental health conditions across Gloucestershire are **included** and involved in their communities and the places where they live.
- Disabled people and people with mental health conditions across Gloucestershire access their **rights** and see positive change on disability issues.

The Operations Administrator is a full-time role which sits within the People and Operations Team, whose primary function is to support the administration and operations of the Trust.

## **POSITION IN ORGANISATION**

The Operations Administrator reports to the Head of People and Operations and is a member of the People Team.

## **OUTLINE OF FUNCTION**

### **Overton House reception and welcome:**

- Answers incoming phone calls to Overton House, redirecting callers and taking messages where necessary.
- Monitors "@Barnwood" Trust email accounts forwarding and responding to queries in a timely manner.
- Meet and greet guests at Overton House, ensuring the welcome area is tidy, accessible, stocked and equipped for visitors.



### **Ensures the smooth running of meetings at and for the Trust.**

- Booking and setting up rooms at Overton House for regular Leadership, Trustee, Committee and Board meetings, including arrangements for refreshments.
- Note taking at weekly Leadership Meetings, allocating and chasing actions.
- Booking and setting up employee and trustee interview rooms, facilitating reasonable adjustments, and welcoming candidates.

### **Administering the Trusts policies and practices.**

- Monitors review dates for all Trust Policies, ensuring that reviews are scheduled and completed by the Policy owners.
- Provides confidential administrative support to the Head of People & Operations and Leadership Team, where necessary maintaining employee and Trustee records.
- Provides effective administrative support to both employee and trustee recruitment processes. Acknowledging and collating applications, booking interviews, facilitating adjustments, and logging Equal Opportunities monitoring.
- Provides administrative support to the Learning Manager and People and Operations Team by maintaining and reporting on employee training records in the IRIS HR database.
- Arranges and schedules all regular statutory training for H&S, Information Governance and Safeguarding, reporting on compliance.
- Administers and develops the administrative functionality of the IRIS HR system, enabling more employee information to be monitored and managed online and through self-service.
- Runs and creates regular reports for the Leadership Team and Head of People & Operations using a variety of databases, reporting the data in excel. (holiday, sickness, DSE completion, Conflict of Interest declarations, Complaints Log etc).



- Co-ordinates the completion of monthly and quarterly reports and data packs to the Board, following the template provided by the Internal Comms Manager.
- Ensures all annual returns of Trustee and staff policy declarations.
- Manages central stocks of refreshments and stationery required across the Trust for meetings and events. Books and sets out lunches and refreshments.

### **General**

- Uphold, safeguard and promote the Trust's values, principles and policies through personal conduct, approach to all tasks undertaken and conduct of relationships with everyone engaged with, inside and outside the Trust.
- Contribute to events and activities organised to support the development of Barnwood Trust and to promote the work of the Trust including the Trust's internal and external Learning Programme.
- Participate in routine tasks required to maintain a high-quality environment for everyone using Barnwood Trust's premises.
- Take responsibility for working in accordance with the Trust's policies, with special regard to the safeguarding policies, taking reasonable care for your own health and safety, and that of other people, and to comply with all health and safety legislation.
- Ensure the Chief Executive is kept informed of all important matters related to the work of the Trust across the county.
- Maintain confidentiality at all times and ensure compliance with the Trust's Information Governance Policy and suite of policies.



## Person specification:

### **Commitment to disabled people and people with mental health challenges.**

- Passionate about making a positive difference to the lives of disabled people and people with mental health conditions.

### **Essential Knowledge and Experience**

Experience of providing administrative support in a busy office environment through:

- Arranging and scheduling face to face, remote and hybrid meetings using Microsoft Outlook and Teams.
- Good working knowledge of Microsoft excel: Can create basic formulas, sorting and formatting of data. Accurate data entry.
- Good working knowledge of Microsoft word. Editing and following template documents and creating PDF's.
- Experience of administering confidential information subject to GDPR.
- Experience of working with a wide range of people, dealing sensitively, confidently and proactively with face to face, telephone and email enquiries.
- Previous experience of inputting, exporting, and editing data in a database is an advantage.

### **Skills**

- Strong self-awareness, enabling the establishment and maintenance of exceptional working relationships with a wide range of people using tact, diplomacy, and sensitivity.
- Good numerical and analytical skills
- Ability to work meticulously and methodically, demonstrating attention to detail.



- Ability to work in a positive and flexible manner.
- Capacity to manage a varied workload, establishing priorities.
- Ability to work under pressure to meet deadlines.
- Strong IT skills (demonstrable proficiency in using MS Office, Word and Excel) and the ability to use technology to achieve work plans and objectives.

### **Work ethic and approach**

- Sees colleagues and those who work with or for the Trust as internal customers, providing support in a professional manner.
- Ability to work on parallel tasks. Must be able to prioritise tasks and respond to interruptions and conflicting priorities in a friendly and proactive manner.
- Manages time effectively to meet internal and external deadlines.
- Displays the utmost integrity and an ability to hold and respect confidential and sensitive information.
- Self-motivated, resourceful, and proactive in taking initiative.
- Concern for, and commitment to, delivering high quality work.

## **Application Guidance**

### **Guaranteed Interviews**

In the person specification we describe some 'essential skills or experience' (a few things we really need the person applying to be able to do). If you have a disability (this includes mental health or long-term health conditions) and have these essential skills or experiences, we will guarantee you an interview.

To be invited to interview or assessment in this way, you must detail in the answers to our 'Competency Questions' document how you meet the essential criteria for the role and then check the box next to the question asking if you would like your application to be considered for this.





A request under the guaranteed interview scheme does not guarantee an applicant a job. At interview, the best candidate will be offered the role. If you are invited to interview you will receive your invite and we'll ask you about any reasonable adjustments that you may need.

## How to apply

On our website, click on Apply Now to be taken to the online application form. The online application form has 3 main sections for you to complete:

1. The form will ask you to answer 3 role specific competency-based questions. It is only your answers to these 3 questions that will initially be shown to the hiring manager to shortlist applicants for interview so please answer these questions fully.
2. The form will ask you to complete a basic application form including your personal details, work history and experience. This section will not be shared with the recruiting manager until after shortlisting and will be held by the recruitment team.
3. Finally, the form will ask you to complete an equal opportunity monitoring section. Your equal opportunities information is separated from your application at source and is not seen by the recruiting manager.

Equal Opportunities questions help us to monitor the effectiveness of our Equal Opportunities policy by gaining a picture of all those applying for and obtaining jobs with the Trust. The Equality Act 2010 protects people from discrimination and promotes equality based on a number of 'protected characteristics'. We ask for information on your 'protected characteristics' to help us monitor our performance on equality.

## Completing the form

You may wish to complete your application in stages. To do this, use the 'save and continue later' function at the bottom of a page in the application. The form will ask you for an email address and will email you a link to the

completed section of form so you can go back to it later even if you close your web browser.



Applications must be submitted by the closing date and time. Once you have submitted your application form you will not be able to make any further amendments and you will not be able to see a copy. If you are invited to interview, we will share a copy of your application form with you.

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