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September 2010

Dear Applicant

Re: Finance and Administration Worker

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

- Some information and background about who we are and what we do
- A detailed job description and person specification for the post
- 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 (www.tpwomen.org.uk/jobs-and-volunteering.php) and return your completed application to us by **12 noon on Monday 13th September 2010**.

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 this post on **Monday 20th September 2010**. Therefore 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

Joanna Moore
Business Manager

Vision:

Turning Point Women's Centre has a vision of a society where there are no barriers to opportunities and achievement, where inspired women and families can determine what's best for them and can access the resources and support to enable them to lead creative, empowered and successful lives.

Purpose:

Turning Point Women's Centre Ltd exists to inspire women and their families to change their lives and communities for the better.

Mission:

Our mission is to enable women, girls and their families to overcome disadvantage, inequality and poverty by becoming a leading provider of services and recognised centre of excellence.

Strategic Aims:

- Increasing the number of women playing an active role in their community
- Improving the quality of relationships and interaction within families
- Enabling children and young people to access opportunities to enhance their health, development and wellbeing
- Developing opportunities to promote the needs and interests of women in policy and decision making processes

Background to the Centre:

Turning Point Women's' Centre has been transforming the lives of women and their families for over 21 years. Emerging out of Self Help Action Group formed in the early eighties on the North Braunstone Estate in Leicester, a Women's Centre was established in 1987. Initially developed as a place where women could come along, make friends and share problems the Centre has grown considerably to provide a range of high quality and innovative community development services which deliver real outcomes for women and families, many of whom face considerable disadvantage. Despite this growth we maintain a strong "grass roots" approach to working within the community.

Although New Deal for Communities funding has, over the last 9 years, transformed the estate beyond recognition, Braunstone is still one of the most disadvantaged areas in England with North Braunstone facing particularly high levels of deprivation. There is still a 4 year gap in life expectancy compared with the average for Leicester, there are high levels of single and teenage parenthood, significantly more people claim income related benefits and, in 2005, no young person from the area left school with 5 A-C GCSEs.

In spite of this, Braunstone is a great place to work. There is a strong community spirit and a high level of active engagement in local services and volunteering. There is strong and collaborative local Neighbourhood Management Board and, largely due to the recent efforts to regenerate the estate, there is effective partnership working on many levels. It is also an exciting place to work where new, creative and innovative approaches have been developed to tackle inequalities and promote engagement, participation, achievement and environmental and economic development.

Like many Voluntary Sector organisations Turning Point receives funding from a variety of sources. In the last 3 years we have received major funding from the Ministry of Justice, the New Deal for Communities programme, the Parenting Fund, Leicester City Council, Charnwood Borough Council, the European Social Fund (Co-financed by the Learning and Skills Council) and Connexions as well as small grants under the Neighbourhood Learning in Deprived Communities Fund. We also generate a small amount of income through childcare provision, room hire, training and development and acting as an administrative hub for National Open College Accredited Courses. We have recently opened a new specialist Young Women's Centre to build on our successful educational work with young women and young parents and we are currently looking to replicate some our effective parent participation work to communities in the West Midlands

We run the majority of our services using a community development based "full participation" model. Whenever possible we recruit local residents to deliver the services to their own community and we support them through accredited training, reflective supervision, coaching and, if budgets allow, payment of a training allowance. They often act as "peer educators" or "peer mentors" and deliver services such as parenting support, life coaching, family learning in the home, adult learning mentoring, stress reduction and wellbeing mentoring and Sex and Relationships Education to both young people and their parents. This approach provides real and challenging opportunities for residents to develop their confidence and skills, gain work experience and often find a new direction in life. Many go on to employment and further training

including further and higher education. The approach also results in a fully accessible and sustainable service in that residents are able to relate to and learn from each other.

People who have participated in our services often go on to gain paid employment with us or become a Member of Turning Points Women's Centre.

Underpinning everything we do is a high quality Early Years service which provides sessional crèche care and works in partnership with local schools to provide an Afterschool Club. We take a wholly child-centred approach to children's development where adults support children to extend their self-directed play and provide stimulation to be creative and follow their own curiosity. Much of our children's activities take place outdoors in our "discovery garden" (in all weathers !)

This is an exciting time to join Turning Point Women's Centre. Over the last 3 years we have started to deliver some our unique services across both the city and the county and are putting together a new Strategic Plan which will take us to the next stage of our development.

As a member of our team you will contribute to achieving our vision and goals in a flexible, highly creative and stimulating working environment which supports your personal and professional development.

Background to the Post of Finance and Administration Worker:

Turning point Women's Centre has grown considerably over the last 4 years. This growth has impacted on the roles and responsibilities within the central administration team, increasing in the work load around Human Resources and Financial Management in particular. As a result we have recently created a new Business Managers role which we successfully recruited for in July this year.

The post of Finance and Administration worker is not a new post but one which has a slightly different emphasis than previously advertised. We are looking for someone who will work closely with the Business Manger and offer her financial and administrative support. The ideal candidate would have a strong commitment to social justice and empowerment for women and their families. He/She will have excellent administration skills and able to manage a number of financial systems with confidence. You will be organised, able to manage your time effectively, a good communicator and a team player. You will ideally have excellent IT skills and the knowledge and understanding of the financial and administrative systems designed to promote the smooth running a small-medium sized voluntary sector organization.

Job Description:

Post: Finance and Administration Worker

Job Purpose: To provide financial and administrative support for Turning Point Women's Centre's. To develop and maintain effective financial and administration systems to ensure the smooth running of the organization. To provide reception cover and some personal assistant (P.A) duties to the Business Manager and Senior Leadership Team.

Responsible for: N/A

Responsible to: Business Manager

Salary: NJC Scale 4 £17,161-£19,126 (pro rata, per annum)
Actual £9,276-£10,338 plus up to 6% Stakeholder Pension contribution

Contract: 20 hours per week – Mon-Friday

- Major Tasks:**
- 1 Financial Support
 - 2 General Administrative Support
 - 3 Personal Assistant to Business Manager and SMT
 - 4 Reception Duties
 - 5 Administration of Member ship
 - 6 Other (core criteria for all staff)

1 Financial Support

- a) To operate accurate systems of financial monitoring and control and ensuring adequate records are kept
- b) To process internal and external payments and invoices
- c) Ensure accurate records are kept of income and expenditure

- d) To apportion and analyze expenditure over budget headings/cost centre's through the organizations cashbook
- e) To produce income, expenditure and cash flow reports for budget holders and the Management Committee
- f) Ensure all financial claims to funders are submitted on time
- g) Carry out bank reconciliation
- h) To operate a computerized PAYE system, ensuring all HMRC reporting requirements are met
- i) To work closely with Business Manager and Senior Management Team to help produce the annual budgets
- j) To deal with enquiries from the Inland Revenue, Job Centre etc
- k) To help prepare for the Centre's annual audit and to liaise with the Centre's accountant with regard to the production of accounts
- l) Operate Centre Petty Cash systems

2 General Administration Support

- a) To maintain and develop the Centre's administration systems
- b) To keep the office filing systems and human resource records up to date
- c) Order all necessary stationary, food and other stocks
- d) Assist in the preparation of an annual inventory and checks
- e) To undertake other miscellaneous duties as requested by the Business Manager from time to time

3 P.A to Business Manager and Senior Management Team (SMT)

- a) Attend and service meetings of the senior management team by taking minutes, sending out notices and agenda, organizing venues etc
- b) Provide administrative support to the Business Manager and SMT as required e.g. word processing reports, telephone calls, letters etc

4 Reception Duties

- a) To receive and respond to drop in and telephone callers
- b) Respond to general enquiries and information requests from members, other organizations and the general public
- c) Where appropriate, assist and instruct centre users in the use of photocopying, telephones, IT and other recourses available to them.

- d) Maintain a presentable reception area, updating information on notice boards, walls and windows etc

5 Administration of Membership

- a) To maintain the database for dealing with applications for membership and renewals
- b) To make contact with members on an annual basis with regard to their membership information
- c) Ensure membership files are kept up to date
- d) Carry out administrative tasks with regard to the Centre's AGM

6 Other (Core Criteria for all Staff)

- a) To actively promote the Centre's philosophy of empowerment for women and their families.
- b) To develop and maintain effective working relationships with all relevant individuals and organizations.
- c) To strive towards achieving personal and organisational performance targets.
- d) To work flexibly and as member of the team and to contribute to the smooth running of the organization, sharing relevant information and expertise
- e) To attend and make full use of regular supervision sessions, to attend and contribute to staff meetings and to participate in relevant training.
- f) To work within and actively promote the Centre's Equality and Diversity Policy and to work in an anti-discriminatory manner at all times.
- g) To comply with all of Turning Point's policies and procedures.
- h) To work occasional unsociable hours as required.
- i) To complete any other duties and responsibilities as requested which are commensurate with this post.

Person Specification:

For this post we are looking for the following qualifications, experience, skills, knowledge and attitude:

Area	Essential or Desirable	Criteria	Measured by
Qualifications and Training	Essential	Good general standard of education (level 2 or above)	1 & 2
		Appropriate book keeping qualification	1 & 2
		Willingness to study towards qualifications as necessary	1 & 2
	Desirable	Recognised qualification in Accountancy (at least equivalent to ACCA/CIMA)	1 & 2
Experience	Essential	Book keeping/financial management (minimum 1 year experience)	2
		Administration in a small to medium sized organization	2
		Operating a computerized PAYE system	2
	Desirable	Working in a voluntary sector organization	2
		Experience of P.A work	2
Skills and abilities	Essential	Ability to set up and maintain effective administration and information systems	2 & 3
		Ability to compile financial monitoring reports as well as the ability to apportion and analyze expenditure through a Cashbook	2 & 3
		Effective communication skills (both written and verbal skills) including the use of ICT	2 & 3
		Excellent IT skills including Word, Excel, Outlook, Access	2 & 3
		Good levels of literacy and numeracy as well as the ability to proof read	2
		Ability to work independently and on own initiative	2 & 3
		Ability to prioritise effectively and manage own workload	2 & 3
		Ability to use accountancy and PAYE software	2 & 3
Knowledge	Essential	Knowledge of the Tax and NI system	2
		Knowledge of payroll and PAYE systems	2
		Understanding of the importance of confidentiality	2
	Desirable	Commitment to and understanding of the principles of Community Development and an Understanding of the issues faced by disadvantaged children and young people	2
		Good awareness of voluntary sector finance	2
		Knowledge of HR and good employment practice	2
		Knowledge of the data protection Act and the importance of confidentiality	2 & 3
	Knowledge and understanding of accounting practices	3	

		Knowledge of auditing requirements (SORP)	3
Attitude	Essential	Commitment to the aims and objectives of Turning Point Women's Centre	3
		Commitment to team working, learning from others and sharing own skills and knowledge	3
		Commitment to own learning and personal development	3
		Understanding and commitment to equal opportunities and anti discriminatory practices	3
		Friendly and professional manner	3
		Willingness to work flexible hours as required by the post	3

Measured by:

- 1 Documentary evidence (certificates etc)
- 2 Application Form
- 3 Interview (which can include test / presentation etc)

Important Information for Candidates / FAQ:

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 community based 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 centre – 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 Sex Discrimination Act. All candidates, regardless of gender, will need to demonstrate that they are committed to women's empowerment and the aims and values of Turning Point Women's Centre.

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.

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.

If I am unsuccessful in my application will I get feedback ?

If you are not shortlisted, we are only able to give limited feedback due to the large number of applications we often receive. This feedback will usually consist of information about where we felt you did not reach the minimum requirements of the post. If you are unsuccessful at the interview stage we can give more detailed feedback about your application.

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. At this stage we will only take into consideration those criteria where we have stated will be assessed through the application form. You do not need to specifically address those criteria that will only be assessed through the interview. However, please only submit an application if you are confident of meeting all of the criteria listed as you will be tested and probed at interview on all of the specified criteria.

The shortlisting process will be carried out by the recruitment panel. This panel will consist of a senior staff member (Chief Executive where the post is a senior post), at least one member of the management committee (Board of Directors / Trustees) and, whenever possible, an independent observer from a partner organisation (often the funding body). All applications are shortlisted through a scoring process. When scoring applications for shortlisting purposes, we will allocated one point where we think the candidate meets the criteria and two points where we think there is sufficient evidence to show that the criteria is exceeded. Obviously, those with the most points are more likely to be shortlisted.

Should I fill out the application form electronically or on paper ?

You will not be penalised for submitting a handwritten application form as we are aware that not everyone has personal access to IT. However, application forms are expected to be completed clearly and neatly with appropriate use of correct grammar and spelling. It may be worth getting someone to read through your application to make sure it is legible and makes sense. If the person specification requires a good standard of communication, untidy or badly written application forms will be immediately rejected.

If you are completing the application on computer please ensure that you use a clear, readable font at size 12 or above.

Can I submit my application by email ?

Yes – you can submit your application by email and are advised to ensure you request a receipt. If you are offered the post you will need to sign your form to confirm that what you have written is true and accurate. Failure to do this will result in the offer of employment being withdrawn.

Should I send you my CV ?

We only accept information which is presented on the formal application form. Therefore we **do not** accept CVs.

I have worked for you before – do I need to fill out all of my details ?

Our recruitment process needs to be as fair and accessible as possible so that we get the best possible candidate regardless of background. We try to ensure that any candidate known to us (internal or external) is not treated more favourably than any others. That is why we advertise widely (appropriate to the level of post) and are clear about what we are looking for. We therefore only assess candidates on information they give to use via the application form and, if shortlisted, at interview. Please give us information as if we do not know who you are and do not presume that we will take prior knowledge into account.

Who should I put down as a referee on the application form ?

Ideally your first referee should be your current employer or most recent. Your second referee can also be from a previous employer but can also be a personal reference from an associate or colleague who is able to comment on your ability to perform the role. Your previous employer will be asked to provide confirmation of your previous role and will be asked information about your performance in that role and comment on other issues such as attendance, punctuality etc. If you are unable to provide a reference from a previous employer we are able to accept a reference from someone you have volunteered for or worked for on a self-employed basis, although you may need to provide us with information as to why you are unable to get an employer's reference. As all posts are offered subject to satisfactory references, if you are unable to provide us with an appropriate reference the offer of employment may be withdrawn or offered subject to additional conditions (eg a 12 month probationary period).

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 !