

Witness Service Coordinator FTC

Candidate Information Pack



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**OVERVIEW OF THE ROLE AND WHAT WE OFFER YOU:**

**What we are looking for:**

This is an important role within the organisation and the successful candidate will be responsible for supporting the effective delivery of the Witness Service.

**The main responsibilities of the role include:**

* Provide a support role to the Witness Service Coordinators team to ensure a quality service to victims and witnesses as court business rises.
* Deliver the Witness Service in locations across N Ireland as required according to demand and resource needs.
* Coordinate the delivery of the Witness Service through volunteers within designated areas to the agreed standards

***(Please see our Job Description and Person Specification for a detailed list of duties and requirements).***

We are looking for candidates with an achieved “A” level standard or above with a minimum 2 years’ experience of providing support to vulnerable service users OR with a minimum of 3 years’ experience of providing support to vulnerable service users

**(*Please see full list of essential and desirable criteria below in the Job Specification contained within the Job Specification section of the Candidate Information Pack.)***

**What we can offer you:**

* **Salary: £28,220 per annum pro rata**
* **14 hours per week** working pattern Monday and Friday 9am to 5pm
* **38 leave days** (The standard annual leave year is 25 days annual leave + 13 statutory holidays pro rata)
* **Contributory Pension:** Net Scheme: 11%, Salary Exchange Scheme: 12.43%
* **Life Assurance Benefit:** 2 Times annual salary
* **Health Cash Plan:** We currently provide cover under the Bupa level one health scheme (where applicable)

**For a full list of Employee Benefits please see further information on page 6 of the Candidate Information Pack.**

 The Role

**JOB DESCRIPTION**

**Title :** Witness Service Coordinator FTC

**Responsible To :** Head of Service Manager

**Location : Downpatrick Court Office, 21 English Street, Downpatrick, BT30 6AB**

**This role will involve covering Downpatrick, Newry & Newtownards Courts on a weekly basis, dependant on the needs of the business.**

**Hours of Work : 09:00am to 17:00pm working 2 days per week**

**Days of Work: Monday & Friday**

**Duration :** Fixed term contract to 31/11/2025 (with possibility of becoming permanent)

**Salary : £28,220.85 FTE per annum pro rata**

**Purpose:**

The post will involve significant travel across Downpatrick, Newry & Newtownards Courts.

It will help to manage and deliver services working alongside other Coordinators including the support and coordination of volunteers. The post-holder will be responsible for contributing to sound working relationships with external partner agencies which enable the best outcomes for victims and witnesses.

**Volunteering:** Victim Support Northern Ireland is a volunteer delivered service. In respect of this we encourage an ethos of volunteering throughout the organisation.

**Main Responsibilities:**

1. Provide a support role to the Witness Service Coordinators team to ensure a quality service to victims and witnesses as court business rises.
2. Deliver the Witness Service in locations across N Ireland as required according to demand and resource needs.
3. Coordinate the delivery of the Witness Service through volunteers within designated areas to the agreed standards
4. Work with internal and external partners to ensure identified complex client needs are met
5. Develop and maintain effective working partnerships and contacts within criminal justice statutory organisations and relevant voluntary sector organisations
6. Contribute to the ongoing development of the service in line with the needs of people affected by crime, through the gathering, collating and analysis of activity, information and data
7. Liaise with the administration team to ensure the efficient working of the office and administrative processes
8. Meet individual and team performance targets identified through the Conditions of Grant and Corporate Scorecard
9. Comply with all administrative, financial, HR and other corporate responsibilities as appropriate to the post
10. Ensure that all Victim Support policies, particularly those relating to Health & Safety and Equal Opportunities are applied

*The above detail of key accountabilities is not intended to be an exhaustive listing and the post-holder may be expected to accept additional / amended responsibilities in line with the organisation’s needs. Such additions / amendments will be in line with the capabilities of the post-holder.*

**Qualifications/Experience**:

• Achieved “A” level standard or above with a minimum 2 years’ experience of providing support to vulnerable service users

OR

• A Minimum of 3 years’ experience of providing support to vulnerable service users

**Skills and Experience:**

**Essential Criteria:**

• Experience of operational management and service planning

• At least two years’ experience which will include direct support, supervision & management of volunteers and joint work with agencies

• Experience working to and achieving performance targets

• Experience of working with organisational information systems and applications

• Experience of collating, analysing and interpreting data relating to service delivery & outcomes

• Experience of dealing with challenging behaviours, complex situations and the ability to handle complaints

• Excellent organisational skills and the ability to prioritise & manage a busy workload

• Demonstrable experience to effectively manage a caseload and to carry out the co-ordination role

• Demonstrable experience of advocating on behalf of vulnerable service users to third party organisations

• The post holder must be proficient in the use of Microsoft Office packages

**Additional Essential Requirements:**

The post holder will be required to demonstrate the ability to meet the mobility requirements of the post. This role will involve considerable travel to Witness Service locations across N. Ireland on a weekly basis dependant on the needs of the business. Victim Support NI is aware that some persons with disabilities may not be able to hold a driving license. If this is the case, please demonstrate how you can fulfil the mobility requirements for the post for which you are applying.

**Desirable Criteria**:

• Experience of working in the Northern Ireland Criminal Justice sector would be advantageous

• Experience of operation in a Volunteering organisation would be advantageous

• Previous experience as a Volunteer would be advantageous

Employee Benefits Package

**Annual leave:** 25 days per holiday year (April – March) standard FTE

**Statutory days/public holidays:**  13 days standard FTE

**Long Service:** One day per annum pro rata will be added to your annual leave entitlement after 5 years’ service up to a maximum of 30 days standard FTE

**Working Week:** 35 hours per week FTE (The standard working week is 35 hours, excluding breaks (40 hours gross)

**Pension:** Contributory pension;

 Net Scheme: 11%

6% Employer contribution, Minimum of 5% employee

Salary Exchange Scheme: 12.43%

 6.75% Employer Contribution, 5.68% Employee Contribution

**Pension Advice:** We provide advice from and independent pension advisor and run annual pension clinics

**Life Assurance Benefit:** 2 Times annual salary

**Health Cash Plan:** We currently provide cover under the Bupa level one health scheme (where applicable)

**Family Friendly Policies:** Victim Support NI provides a full range of family friendly polices including flexi-time, TOIL, Flexible Working Policy and Procedure

**Hybrid Working:** (Victim Support NI is currently reviewing a hybrid working policy with the view to implement a policy after an initial trial period).

**Wellbeing and Support:** Currently provided via Health Assured who provide a support network with expert advice and compassionate guidance 24/7

Access to cycle to work scheme

 Paid Bereavement Leave as detailed in the Bereavement Policy and Procedure (where applicable)

 Paid Wedding Leave (where applicable)

 Domestic Abuse Policy and Procedure

**Learning and Development:** Yearly Training Calendar and Coaching available for all roles.

Paid Study Leave (where applicable)

Background Information

Victim Support has focused on addressing the harm caused to victims and witnesses of crime since 1981. On a daily basis we witness the impact of crime and the Criminal Justice System can have on an individual, their family, friends, and the local community.

Our Redress, Restore, Recover strategy for 2020-24 builds on our past successes, sets out what changes we wish to see and what we as an organisation will focus on to help achieve this.

It aims to address the recovery and wellbeing needs of victims and witnesses by addressing the harm and vulnerability caused by crime. It broadens our focus on the justice journey to include the wider recovery journey and needs of victims of crime.

Please find below the links to our Strategy on the website and on YouTube showing an animation explaining the Strategy.

**Website:** <https://www.victimsupportni.com/site/wp-content/uploads/2020/11/Strategy-document-2020-24.pdf>

**YouTube:** <https://youtu.be/pDRNwBT4hsc>



Our Vision & Values

A society that ensures tailored support and information is available for people affected by crime

The long-term vision of our organisation is of..



Our mission is to..

Reduce the harm caused by crime and advance the rights of victims and witnesses of crime in Northern Ireland

Our core values of Integrity, Respect & Compassion allow us to respond to the needs of victims and witnesses, providing tailored support, enabling them to recover and move on from the impact of crime. We will help victims to seek redress when their needs are not met. We will uphold and promote the rights of victims and witnesses, and will campaign for a cross governmental approach to address the harm and vulnerability caused by crime.

HOW TO APPLY

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE COMPLETING THE APPLICATION FORM

**Applications and attached sheets CV’s :**

* Applications will only be accepted on Victim Support NI application forms. Cv’s will not be considered
* It is the responsibility of all applicants to clearly demonstrate – in their application form – exactly how they meet the essential (and desirable if applicable) criteria for the post as stated. Failure to do so may result in not being short-listed.
* Attached sheets – within the word limit – 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.
* All information provided by an applicant on an application form must be true and accurate. Any application forms containing information that is discovered to be untrue or inaccurate will not be accepted. If an appointment has already been made, it may result in disqualification from appointment or dismissal.
* Applications submitted by email will require a handwritten signature at interview.
* Applications must be received by the designated deadline (time and date). Those applications received after the designated deadline will not be accepted.
* Completed applications should be emailed to recruitment@victimsupportni.org.uk OR by post to the HR Department, Victim Support, Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF.
* **Please note that it is our policy to communicate with applicants primarily by email, so we ask that you check your email account regularly to avoid missing any emails**.

**Essential and Desirable Criteria**

* Essential and Desirable criteria are a vital part of your application. Read the Job Description and Personnel Specification carefully before completing this section and base your supporting evidence on the Essential and Desirable criteria.
* It is essential that you demonstrate by providing personal and specific details – within the word limit - how you meet the essential criteria, otherwise you may not be shortlisted.
* It is not sufficient to simply state that you possess the criteria – you must fully demonstrate in your responses, by outlining your experience and qualifications.

It is recommended that you use the following model to describe experience:

**Situation:**

Describe a specific example that relates to the criteria

**Task:**

Explain the context or background to the example. Who else was involved? What were the particular circumstances etc?

**Action:**

Outline the specific actions you took to meet the challenge

**Result:**

Describe the result or outcome of your actions. Consider if, with hindsight, your actions were correct; what, if, anything would you do differently now; and what have you learnt from this experience.

For further information on the STAR method please see the link below:

[The STAR method (nationalcareers.service.gov.uk)](https://nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method)

**Selection and Interviews**

* Where a high volume of applications is received, desirable criteria may be relied upon during shortlisting.
* The interview process may include the use of selection tests in addition to a panel interview.
* Candidates shortlisted for interview will be advised of the interview process via email.
* At interview candidates will be questioned about their experience regarding the main functions of this post.
* The interview panel will assess all candidates based on performance during selection tests and at interview.
* Should you require reasonable adjustments when attending interview, please let us know to ensure we can accommodate your needs wherever possible.

**Waiting Lists**

* A waiting list **may** be retained for a period of 12 months for future permanent and temporary vacancies for similar positions.

**COVID-19 – Recruitment activity such as interviews will be held in accordance with government guidance regarding, social distancing measures. This may involve holding the interviews remotely via virtual platforms such as Go to Meetings, Zoom or Skype.**

**RIGHT TO WORK IN THE UK**

We have a legal responsibility to ensure that all our workers and employees have the legal right to live and work in the UK.

**Check of original documents as proof of right to work in the UK or online check of digital UK immigration status.**

If you are invited to an interview, you will be asked to bring with you original copies of documentation that provides evidence of your right to live and work in the UK. If you have a digital UK immigration status you will be asked to provide a share code for us to conduct an online check.

For original documents, this can be one or a combination of original documents from the [list of acceptable documents produced by the Home Office](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/378926/employers_right_to_work_checklist_november_2014.pdf).

Please note that for EU nationals from 1 July 2021 an EU Passport or ID card is no longer an acceptable document for proof of right to work and a UK immigration status will be required to be shown. This is usually a digital status without a physical document and an online check of this will be required before commencing work.

Since May 2014, it has been a requirement for visas and Indefinite Leave to Remain stamps in passports to be in a valid document in order to be acceptable evidence of right to work. Visas/stamps in expired passports cannot be accepted.

For physical documents where an online check cannot be undertaken, the original documents will be checked by a member of staff in your presence to check that documents are genuine, valid and that there are no work restrictions that prevent you from undertaking the work concerned. A copy will be taken and signed and dated as checked by the member of staff.

These documents will be retained securely by the recruiting manager until the end of the selection process. At that point, if you are successful, the copy of the document will be retained on your personal file. If you are not successful, the copy will be destroyed securely.

**If you have not provided evidence of your right to work in the UK at an interview with us, any offer of work or employment made to you will be conditional upon you presenting this before you join Victim Support NI. This document check must be carried out before you start or can be paid for any work with us.**