



St Basils

Recruitment and Business Support Officer - Birmingham (Maternity Cover)

Applicant Information Pack

Closing Date: Tuesday 28th January 2020

Interview Date: Thursday 13th February 2020





Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

St Basils works with young people aged 16-25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." - HRH The Duke of Cambridge

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development – St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton
Chief Executive – St Basils

ABOUT THE ROLE - *Recruitment and Business Support Officer*

Recruitment plays a pivotal role within St Basils to ensure we attract, hire and retain people who are aligned with our vision and principles. We are in the process of transforming our Recruitment and Resourcing function to offer a modern, efficient, cost effective service to the business and the Recruitment and Business Support Officer will play a key part in assisting with this change whilst supporting day to day recruitment activity. The Recruitment and Business Support Officer will also ensure relevant on-boarding checks are completed for staff, volunteers and students placements ensuring that St Basils meet safeguarding compliance.

You will provide recruitment related administration whilst also carrying out business support related tasks to ensure the sound day to day running of key activities of our Head Office. You will play a key part in ensuring that all business resourcing needs are met, offering recruitment advice to candidates and hiring managers.

This is a varied role forming part of our HR Department at Head Office. You will be assisting and liaising with internal and external stakeholders, carrying out a wide range of administration tasks within a busy office environment. You will often act as a first point of reference for customers by email and telephone but also on a face to face basis.

JOB DESCRIPTION AND PERSON SPECIFICATION - *Recruitment and Business Support Officer*

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|-------------------|------------------------------------------------------------|
| JOB TITLE | Recruitment and Business Support Officer |
| REPORTS TO | Resourcing and Recruitment Manager |
| HOURS | 25 Hours Per Week, Monday - Friday (Part-Time) |
| SALARY | Scale 4 Points 19-21 £18,135 - £19,260 per annum, pro rata |
| BASED FROM | St Basils Head Office, Digbeth, Birmingham |

PURPOSE OF THE ROLE

To provide an effective and efficient administrative support service for recruitment and business support activity, helping to ensure that the HR Team provide an efficient recruitment service to the business.

To take ownership for general business support activity whilst providing ad-hoc administration support to Managers across the organisation.

Provide administration support in relation to pre-employment checks for new starters, student placements and volunteers.

Offer recruitment advice to hiring managers and candidates throughout the hiring process.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

Recruitment

- To liaise with candidates to arrange ID checks upon employment offer, ensuring that compliance such as reference, DBS and medical clearances are in place prior to commencement
- To accurately update and maintain the Applicant Tracking System, ensuring all relevant recruitment information and data is kept up to date
- To process renewal DBS checks for existing staff
- To deputise for the Resourcing and Recruitment Manager when required
- To provide administrative support ahead of interviews and assessment centers as required
- Offer guidance and respond to incoming recruitment queries via telephone and the general recruitment email inbox.
- To administer data cleansing in line with GDPR
- To process renewal DBS checks for existing staff
- To update and maintain employee personal files accordingly
- To administer records and staff updates on the HR Softworks system
- To assist with the coordination on the day of interviews and assessment centers as necessary

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|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p><u>Business Support</u></p> <ul style="list-style-type: none"> • To assist the directing of incoming calls received via the main switchboard for teams and departments based at Head Office • To assist in the receipt, opening and distribution of post (including logging cash/cheques received via post and in person) • To manage the messages on the Head Office email address and act on them as appropriate • Place stationary orders and monitor levels of stationary use. • To assist with 'meet and greet' for visitors arriving at Head Office, ensuring hospitality levels are met, and communicated to staff who are receiving visitors • To maintain up to date telephone and project address lists, and ensure they are posted on the intranet, by liaising with the ICT department • To coordinate the booking of meeting rooms |
| GENERAL | <ul style="list-style-type: none"> • St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend. • It is expected that the post holder will not pursue any other paid employment which would interfere with the proper discharge of their duties. • To share the duties of other members of the team who may be absent • To undertake any duties deemed necessary by the line manager |
| ESSENTIAL RECORD KEEPING | <ul style="list-style-type: none"> • Maintain accurate records of progress towards the achievement of agreed goals for service |
| HEALTH & SAFETY | <ul style="list-style-type: none"> • Follow & promote all policies and procedures at all times • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times |
| ACTIVELEY CONTRIBUTE TO THE TEAM | <ul style="list-style-type: none"> • Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated approach to programme planning is in place • Attend and contribute to team meetings • Advise the senior leadership team of any concerns, changes or supplementary services needed • Be supportive and respectful to peers, team members and leaders |
| | <ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times |

CONFIDENTIALITY**PERSON SPECIFICATION** - *Recruitment and Business Support Officer*

| Qualifications | | Essential | Desirable |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| NVQ in Business and Administration or possess equivalent experience or qualifications | | ✓ | |
| GCSE English, Grade C or above | | ✓ | |
| Role Experience | | Essential | Desirable |
| Experience in working in an administration role | | ✓ | |
| Experience of working within a recruitment or HR capacity | | | ✓ |
| Knowledge | | Essential | Desirable |
| Ability to use a variety of Microsoft applications to write reports, send and receive emails, spreadsheets, databases etc. | | ✓ | |
| Skills | | Essential | Desirable |
| Able to make and maintain accurate records (verbal, numerical and written) | | ✓ | |
| Able to work as part of a team | | ✓ | |
| Able to create and maintain effective working partnerships with partners and external agencies | | ✓ | |
| Able to plan and organise own work | | ✓ | |
| Able to follow written or spoken instructions, clarifying when necessary | | ✓ | |
| Ability to work under pressure and meet deadlines | | ✓ | |
| Ability to demonstrate commitment and confidentiality | | ✓ | |
| Motivation | | Essential | Desirable |
| Commitment to task | | ✓ | |
| Commitment to ideas of the organisation | | ✓ | |
| Self-Reliance | | ✓ | |
| Demonstrates a great positive attitude | | ✓ | |
| Shows consistent integrity, trust and fairness and embraces equality and diversity | | ✓ | |
| Used good judgement and initiative to find solutions | | ✓ | |
| CONDITIONS OF EMPLOYMENT | | | |
| Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the Agency, at any time. All employees MUST abide by the Terms and Conditions as per St Basils Policies and Procedures. | | | |
| HOURS OF WORK / LUNCH BREAK: | 25 hours per week. If Evening / weekend work is required, this will be compensated with time off in Lieu in negotiation with Line Manager | | |
| HOLIDAYS: | 28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata | | |

St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.