



June 2021

Dear Applicant,

Business Support Officer

Thank you for your interest in our current vacancy of Business Support Officer. Please find enclosed:

- Overview of our services
- Job Description
- Person Specification
- Application Form
- Equal Opportunities Monitoring Form

This is a full-time post which would normally be worked between the hours of 9am and 5pm, Monday to Friday. The starting salary for the post is £22,000 per annum (negotiable depending on experience). This position is office based in central Harrogate, there may be the opportunity for some home working by mutual agreement following successful completion of the induction.

Job share positions may be considered subject to further discussion with suitable candidates and the availability of suitable job share partners/arrangements being reached.

If you would like an informal discussion about the role, please contact Julie Everill on 07762 802064 or via email, to julie@hhphostel.org to organise a convenient time to speak.

I look forward to receiving your completed application form as soon as possible. We prefer applications to be sent by email, to julie@hhphostel.org. If you are unable to email your application, please post it to Julie Everill, Executive Assistant, Harrogate Homeless Project, 7 Bower Street, Harrogate HG1 5BQ.

Yours sincerely,

Liz Hancock
Chief Executive

Harrogate Homeless Project Ltd

Hostel: 7 Bower Street, Harrogate, HG1 5BQ 01423 566900

Springboard: Wesley House, Oxford Street, Harrogate, HG1 1PP 01423 525384

www.harrogate-homeless-project.org.uk contact@hhphostel.org

Registered Charity Number: 1011337

Registered Company Number: 2634724

Chief Executive: Liz Hancock



HHP Services Overview

Hostel

The hostel was established in 1991 due to the urgent need for accommodation for people whom the local authority does not have a duty to accommodate. Initially we were able to accommodate up to 6 people, but the hostel has developed significantly over the years, and we are now able to accommodate up to 16 individuals in single rooms with a further 5 bed spaces for emergency overnight accommodation. As the only direct access hostel in the Harrogate District, we accept referrals from any agency as well as direct referrals from individuals in need of accommodation. Each resident is allocated a designated support worker who works alongside the resident towards achieving appropriate move on accommodation.

Move on accommodation

Due to a substantial legacy left to HHP by a previous user of our services, we have been fortunate enough to purchase a 3 bedroom move on house. This enables us to provide extended support where an individual is not yet ready to move on to fully independent accommodation.

We have recently also acquired 8 self-contained flats which is a fantastic opportunity to extend the accommodation options that we are able to offer in the pathway from homelessness to independent living. Residents of these flats are allocated a support worker as with hostel residents and are able to live semi-independently knowing that a member of staff is close by should they be needed.

Springboard Day Service

The Springboard Day Centre was located at Wesley House in the ground of the Wesley Chapel in the town centre for over 10 years, it has now moved to Wesley Chapel Lower Hall which is a fantastic step forward for both the Wesley Centre and HHP. The service we are offering is currently restricted due to covid restrictions but will be expanded when we are able to safely do so.

SAFE

Our Service for Adults Facing Exclusion provides multi-agency support for people with multiple, complex needs, who have experienced entrenched homelessness and multiple exclusion from mainstream services.

Streetlight

We employ a Psychotherapist who is able to provide a flexible, innovative therapy service for clients of HHP services. This is a vital element of the services we offer as many of the clients using our services have multiple complex needs and the waiting lists and criteria for mainstream services is a barrier to these people receiving the support they need.

Clients

We work with a variety of individuals ranging from those in need of support through relationship breakdown or financial issues to individuals with multiple complex needs such as substance misuse, mental health issues and offending behaviour. Anyone using our services has the right to be treated with respect, fairness and dignity by staff, volunteers and others using the services.



JOB DESCRIPTION

Job Title: Business Support Officer

Reporting to: Chief Executive

Purpose of the role:

To be responsible for providing a range of business duties, including administrative, budget, HR and project related support to the CEO, management team and Board of Trustees, where required, to support the smooth management of the charity.

Main Duties

The Business Support Officer is responsible for:

- Executive business support for the Board of trustees, CEO and management team
- Data management, record keeping and systems management
- HR administration and compliance

Tasks and responsibilities

1. Business support for the organisation

- Administrative support to the CEO to include secretarial support, preparation of letters and communications, appointment making and liaison with external contacts.
- Administrative support for meetings of the Board of Trustees and other meetings as required by the CEO, to include collating and issuing of papers, minute taking and other duties as necessary.
- Preparation of sensitive financial information including payroll details for all employees including starters and leavers, and other budgets as required.
- Co-ordination of requests for information where appropriate to contribute to awareness raising and the development of the organisation's public profile.
- Assistance in organising external events and internal staff and client events and logistical arrangements.
- Administrative support and record keeping for fundraising activities.

2. Data Management and record keeping

- Management of records and files consistent with statutory requirements including GDPR.
- Overall responsibility for client and donor CRM systems maintenance and reporting and working with management to ensure procedures are followed.
- Contributing to ongoing outcomes monitoring by producing statistics and reports as required by the CEO and Management Team.

3. HR administration and compliance

- Overall administrative responsibility for our people management system.



- Supporting managers with various aspects of the end to end recruitment process, and other HR processes as required.
- Point of contact for ensuring DBS compliance for staff and volunteers.
- Assist with organising staff and volunteer training as required.
- Monitoring overall staff attendance, identifying trends to support the Management Team to develop employee wellbeing strategies within the workplace.



**Person Specification
Business Support Officer**

This person specification should be read in conjunction with the job description. It is used at the shortlisting and interview stages to help decide how suitable each candidate is for the role. Please use the personal statement of the application form to demonstrate your capabilities in relation to each of the criteria listed below.

		Essential	Desirable
1	Specific qualifications, experience and track record		
1.1	Ability to demonstrate previous experience of working in a confidential, fast-paced environment showing excellent organisational skills e.g. balancing different priorities, being responsive to changing need, forward planning and flexibility.	✓	
1.2	Full competence in a range of IT systems such as, Microsoft Office and CRM systems.	✓	
1.3	Experience of handling confidential information, the ability to work with discretion and an up-to-date knowledge of Data Protection legislation.	✓	
1.4	A working knowledge of Human Resources Management such as; implementation and review of policies and procedures, maintaining personnel records, supporting managers in the recruitment and induction of new staff members		✓
1.5	Experience of assisting with payroll and banking.		✓
2	Special knowledge and requirements		
2.1	Ability to interpret data/information, produce reports and present the findings using a range of computer software e.g. Microsoft Word, Access, Excel and PowerPoint.	✓	
2.2	Excellent attention to detail with the ability to complete tasks and in thorough and accurate manner.	✓	
2.3	Must be able to work flexibly, be self-motivated and pro-active. Able to work under pressure and to tight deadlines.	✓	
2.4	Financial acumen and the ability to provide support with budgets, expenditure and income maximisation.		✓
2.6	Excellent communication skills. Previous experience of writing reports, taking and distributing meeting minutes and producing letters for and on behalf of the Senior Management Team.	✓	
2.7	A good understanding of and commitment to Equality and Diversity.	✓	
2.8	Good relationship building and internal customer service skills and the ability to effectively manage a range of varied and competing demands from colleagues, senior staff and Board members	✓	



Application for the post of: **Business Support Officer**

First NameSurname

Address.....

.....

Telephone NumberEmail address

Where did you hear about this vacancy?.....
(If online, please specify which publication)

Do you have any convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013)?

Yes/No (if yes please provide details below)

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered ‘protected’. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please note any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974.



Education/Qualifications and Training

If you have educational, vocational or non-vocational educational qualifications please provide details below. Please also let us know if you have attended any training courses that you believe are relevant:

Dates	Qualification/Course	Grade achieved if applicable

Employment History (for last 10 years or since leaving full time education)

Please provide as much information as possible. If there are any gaps in your employment history you may be asked more information about this if you are invited to interview.

Dates	Employer	Job title. Please outline your responsibilities	Reason for leaving



Personal Statement

Using the job description and person specification as a guide, and drawing on your experiences both inside and outside the workplace, please explain what it is that makes you suitable for this position. Please include relevant experience, skills and qualities that you would bring to the post. If you feel it is necessary, please feel free to also explain how you feel the qualifications mentioned above add weight to your application. Please include any voluntary or unpaid work you have done.



References

Please provide the details of 2 people who may be approached to support your application. One of whom should be your current/most recent employer. Referees will only be contacted if you have been provisionally offered a position with HHP.

Name	Name
Address	Address
Telephone:	Telephone:
Email:	Email:
In what capacity is this person known to you?	In what capacity is this person known to you?
For how long have they known you?	For how long have they known you?

Eligibility to work in the UK

Are there any restrictions to your residence in the UK that might affect your right to take up employment in the UK?

Yes/No

If you have answered ‘Yes’ we will require you to provide evidence of your right to work in the UK should you be invited to interview.

Declaration

I certify that the information in this application is true and correct to the best of my knowledge and that there is no reason why I would not be able to carry out fully the tasks described for the post. I understand that disciplinary and/or legal action may result if I am offered employment on the basis of information submitted in this application which later is revealed as untrue.

Signature..... Date.....

This form is confidential. Please return it to the Executive Assistant at:
julie@hhphostel.org

Or by post to:

Harrogate Homeless Project Ltd
7 Bower Street
Harrogate



HG1 5BQ



Equal Opportunities Monitoring Form

Forename:	
Surname:	
Date of Birth:	

HHP is committed to a policy of equal opportunities in employment. To help us monitor the effectiveness of this policy it would be helpful if you would complete the following sections.

ETHNICITY

Asian

- Asian / Asian British
- Bangladeshi
- Chinese
- Indian
- Pakistani
- Other Asian background, (specify if you wish): _____

White

- British
- English
- Gypsy or Irish Traveller
- Irish
- Scottish
- Welsh
- Other White background (specify if you wish): _____

Black

- African
- Caribbean
- Other Black background (specify if you wish): _____

Mixed

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Other mixed background (specify if you wish): _____

Other ethnic group

- Arab
- Other ethnic group (specify if you wish): _____

RELIGION / BELIEF GENDER SEXUAL ORIENTATION

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other: _____
- No religion
- Prefer not to say

What is your gender?

- Woman
- Man
- Non-binary
- Prefer not to say

Are you transgender?

- Yes
- No
- Prefer not to say

- Lesbian/gay woman
- Gay man
- Bisexual
- Heterosexual/straight
- Other: _____
- Prefer not to say



DISABILITIES

Do you consider yourself to be disabled?

Yes
If yes, specify if you wish:

No
 Prefer not to say

Would you require any arrangements if you were invited for interview?

Yes
 No

If yes please specify:

We will treat all personal information in line with current data protection legislation and our data protection policy.

For us to process this information and to comply with data protection legislation, we require your consent. You are not required to give your consent; you acknowledge that any consent given is freely given. Your job application is not dependent on your giving consent to our processing of this data.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting Julie Everill at julie@hhphostel.org.

Print name:

Signature:

Date: