**SIA – For life after spinal injury**

Dear Applicant

The Spinal Injuries Association is the leading national charity supporting individuals who sustain damage to the spinal cord, often resulting in paralysis. We are a passionate organisation providing high impact, quality services for spinal cord injured people and their families and have an exciting opportunity for an Operations Assistant to join our team. Our charity strives to empower people to live a full and active life post-injury. We achieve this by supporting a person’s physical, emotional and social needs through our life-long services.

Damaging your spinal cord is a life changing injury. The impact is monumental and affects every aspect of your life, as well as the lives of those closest to you.

SIA is the expert voice and leading source of support and information for people with spinal cord injury and their families. From injury, through rehabilitation and beyond, we support people to lead fulfilled lives. Being a user-led organisation is important to us and we now have over 12,000 members.

**Our Vision** – a fulfilled life for everyone affected by spinal cord injury.

**Our Purpose** - is to support all those affected by spinal cord injury by advising, educating and campaigning on their behalf.

Data estimates that 2,500 people are injured or diagnosed with a spinal cord injury every year, with the total size of the UK spinal cord injured population now believed to be 50,000. This means that approximately every four hours someone sustains a life changing injury. These estimates form a key part of our communications and marketing and add even greater urgency to our campaigning work and service provision; as more people are now identified as spinal cord injured, the need for specialist care and support is even greater. SIA has credibility and expertise on spinal cord injury, an extensive network of contacts across the health and social care sectors and support from a valuable range of individuals and corporate partners. We have the potential and the ambition to build further support and expand the reach and effectiveness of our services.

You’ll be joining the charity at a pivotal time. Our passionate staff team are driving forward ambitious plans that will build on our success and achieve greater impact.

We hope that this role inspires you and look forward to receiving your application.

**How to apply**  
Please complete all sections of the form below using black ink or type. The information you provide in your application will be the only material used in deciding whether or not you are shortlisted for interview, therefore please ensure you address all aspects of the person specification of the role you are applying for. CVs are not accepted and will not be considered. Where necessary continue your answers on a separate sheet of paper.

Please return your completed application form to [j.sims@spinal.co.uk](mailto:j.sims@spinal.co.uk) by the specified closing date or by post to:

Jen Sims People Services Manager

Spinal Injuries Association

2 Truman Place

Oldbrook

Milton Keynes

MK6 2HH

The deadline for applications is 5pm on Friday 8th January 2021 and interviews will be held on Monday 18th January.

**(Please note:** from December 18th - 3rd January any questions about the role will not be picked up and dealt with until the 4th January)

**JOB DESCRIPTION**

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| --- | --- |
| **Job Element** | **Detail** |
| **Job Title** | Operations Assistant |
| **Reporting to** | People Services Manager |
| **Department/Location** | Finance and Operations /Milton Keynes |
| **Main Purpose** | To support the Finance & Operations team. You will also provide support across the organisation as and when required and will be key in assisting with the day to day running of SIA House. |
| **Main duties & Responsibilities** | * To help ensure the efficient running of SIA House, our HQ in Milton Keynes. * To assist with the effective running of our reception area and be a key point of contact for our admin support volunteers. You will help organise the team, their rota and workloads and make sure they receive the training and support they need to fulfil their very valuable roles in the charity. * To organise the building daily so that it is safe, presentable and suitable for visitor’s and ensure that the building is secure. * To develop the external rooms bookings process, coordinate external bookings and oversee the provision of services for formal meetings (internal and external), including maintaining schedules and setting up rooms for events. * To support meeting arrangements for SIA’s Board of Trustees and committees, co-ordinating catering arrangements as required. * To provide administrative support to the Finance and Operations team across a variety of tasks. * To develop and maintain our administrative, electronic and paper filing and communication systems within the department. * To provide top class office support including answering phones, monitoring and responding to emails. * To assist with the roll out of our new HR system and provide support with HR confidential admin tasks. * To provide cover to the Governance meetings and take minutes of the non-governance CEO-led meetings, if required. * To undertake research and analysis and mini projects as required. * To support regular reviews of our suppliers and contracts to help make sure that we get the best value for money for our charity. * To organise visits to SIA house and be a key point of contact for all contractors undertaking work for SIA. * To be a proactive member of the team who are overseeing the remodelling and upgrade of SIA house and to be as committed as we are in being responsible, sustainable and mindful of our environment footprint. * To carry out all other duties as may be determined from time to time within the scope of the role. |
| **Reporting &**  **Line Management** | This role reports to the People Services Manager. You will be required to actively engage in line management meetings and annual reviews. |
| **Salary, Hours & Benefits** | * Salary: £16,000 pa (£20,000 FTE) * Hours: 30 per week, Monday to Friday. Hours to be worked between 8am and 5.30pm, occasional work at weekends may be required with TOIL given in return. * Annual Leave: 25 days per annum plus paid Bank Holidays (increasing to 28 days after 3 years and then to 30 days after five years of service) (pro rata for part-time hours). * Access to Group Pension scheme (6% employer contribution) * Access to Group Life Assurance scheme on commencement of employment * Free car parking at SIA HQ |

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| **Person Specification** | **Details** | |
| **Job Title:** | Operations Assistant | |
| **Knowledge & Experience** | **Essential** | **Desirable** |
| Minimum of two years’ office administration experience | **X** |  |
| Experience of working in receptionist role |  | **X** |
| Experience of, or interest in, disability |  | **X** |
| **Skills** |  |  |
| Excellent organisational skills with comprehensive experience in an administration role | **X** |  |
| Willingness to be proactive in the job and act on own initiative where appropriate | **X** |  |
| Strong literacy and numeracy skills | **X** |  |
| Flexible in approach | **X** |  |
| Ability to communicate effectively and professionally, both verbally and in writing at all levels. | **X** |  |
| Ability to manage and prioritise a varied and busy workload. | **X** |  |
| Solution orientated, with the confidence to persuade and challenge positively | **X** |  |
| Methodical, taking a pride in accuracy | **X** |  |
| Ability to lead and motivate the volunteer reception team | **X** |  |
| Ability to maintain confidences and operate with integrity at all time | **X** |  |
| Highly proficient in the use of Microsoft Office software | **X** |  |
| **General** |  |  |
| Good standard of general education | **X** |  |
| Willingness to take on new projects and develop new skills | **X** |  |
| Punctual, well presented and reliable | **X** |  |
| Broad understanding of the issues related to people living with spinal cord injury |  | **X** |
| To be committed to diversity, equality and inclusion. | **X** |  |

**APPLICATION FOR EMPLOYMENT**

**For which post are you applying?**

**How did you learn of this vacancy?**

|  |  |
| --- | --- |
| **Forename(s):** | **Last Name:** |
| **Address:** | |
| **Home No:** | **Work No:** |
| **Mobile No:** | **Email:** |
| **Name and address of present or most recent employer:**  **Telephone no:** |  |
| **Current post title:** |  |
| **Brief description of duties:** |  |
| **Current pay:** |  |
| **Period of notice required by employer:** |  |

**REFERENCES**

Please give names and address of two referees, one of whom should be your current or most recent employer.

|  |  |
| --- | --- |
| Employer | Employer/personal |
| Name: | Name: |
| Job Title: | Job Title: |
| Company: | Company: |
| Address: | Address: |
| Telephone No. | Telephone No. |
| Email: | Email: |

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| --- | --- | --- | --- | --- |
| Should referees be approached prior to interview? | Yes |  | No |  |

**EDUCATION**

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| --- | --- | --- |
| **General Education Qualification** | **Level** | **Grade** |
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| **Further Education/Professional Qualification** | **Level** | **Grade** |
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**EMPLOYMENT HISTORY**

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| --- | --- | --- | --- | --- |
| Name and address of employer (most recent first) | From | To | Position and Key Achievements | Reason for  Leaving |
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**PERSONAL DEVELOPMENT**

Please state any courses, membership, voluntary work or public service/duties you consider relevant, with outcomes where applicable.

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Are you to your knowledge, related to any executive member or employee of the Spinal Injuries Association? If so, please give details.

**SUPPORTING STATEMENT**

*This is an opportunity to draw attention to aspects of your career, training courses attended, interests, ambitions, etc., which make you suitable for the post. Please also state why you are interested in applying for this post and make particular reference to the Job Description and Person Specification. Use additional sheets if necessary.*

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**SIGNATURE**

*The information given in this application is, to the best of my knowledge, true and accurate. I understand that any false declarations may lead to the withdrawal of a job offer or termination of employment.*

Signature of applicant Date

**ELIGIBILITY TO WORK IN THE UK**

The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006 (the 2006 Act), section 24B of the Immigration Act 1971, and Schedule 6 of the Immigration Act 2016. The legislation requires employers to verify that any person selected for employment is eligible to work in the United Kingdom.

The Spinal Injuries Association is required to see and take a copy of appropriate documents **before** employment commences. To enable us to comply with this legislation, please complete this form and return with your application. You will be asked to provide evidence of your eligibility to work in the UK (as per the attached lists) should you be made an offer of employment.

This document will form part of your Application for Employment and will be held and processed in accordance with the Data Protection Act 2018.

|  |  |  |
| --- | --- | --- |
| **Name:** | **Position applied for:** | |
| Nationals from European Economic Area (EAA) countries, and Switzerland, can enter and work in the UK without any restrictions. The following countries are part of the EEA:  Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom | | |
| Are you a national of one of the above countries? | | Yes/No |
| If YES, which country? | |  |
| If NO, which country are you a national of? | |  |
| Do you require a work permit in order to work in the UK? | | Yes/No |
| If NO, state why not | |  |
| Do you currently have a work permit to work in the UK? | | Yes/No |
| If YES, please provide work permit reference number (if known) and expiry date | |  |
| Do you have a National Insurance Number?  If YES, please provide it | |  |
| Signature: | | Date: |

**Documents which are acceptable as evidence of eligibility to work in the UK**

You will be asked to produce one or more of the following documents if offered employment.

**LIST A - a**cceptable documents to establish a continuous statutory excuse. If a prospective or existing employee produces a List A document (or one of the combinations of documents specified), they are eligible to work in the UK for an indefinite period.

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| **1.** A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK. |
| **2.** A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland |
| **3.** A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland. |
| **4.** A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland. |
| **5.** A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK. |
| **6.** A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK. |
| **7.** A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer\*. |
| **8.** A birth or adoption certificate issued in the UK, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer\*\*. |
| **9.** A birth (short or long) or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer\* |
| **10.** A certificate of registration or naturalisation as a British citizen, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer\*. |

\*An official document can include for example a HM Revenue and Customs letter, Jobcentre Plus letter, P45, P60 or National Insurance number card but not a payslip

**List B** documents demonstrate that the person has been granted leave to enter or remain in the UK for a limited period of time. If an individual provides documents from List B, the Spinal Injuries Association is required to carry out specified document checks before the employment of the individual begins and then carry out follow up checks of the same kind at relevant future points.

**Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave**

|  |
| --- |
| 1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question. |
| 2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question. |
| 3. A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence. |
| 4. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person’s permanent National Insurance number and their name issued by a Government agency or a previous employer\*. |

\* An official document can include for example a HM Revenue and Customs letter, Jobcentre Plus letter, P45, P60 or National Insurance number card but not a payslip

**Group 2 – Documents where a time-limited statutory excuse lasts for 6 months**

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| --- |
| 1. A Certificate of Application issued by the Home Office under regulation 18(3) or 20(2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice\*\* from the Home Office Employer Checking Service. |
| 2. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service. |
| 3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question. |

\*\*A positive verification notice is official correspondence from the Home Office employer checking service which confirms that a named person has permission to undertake the work in question

**EQUALITY & DIVERSITY MONITORING**

**This section of the application form will be detached from your application form and used for monitoring purposes only.** The Spinal Injuries Association is fully committed to the promotion of equality and diversity within our organisation. We would be grateful if you would help us to review our process of staff recruitment by completing this questionnaire. Completion is entirely voluntary and the information provided in this section will not be used as part of the recruitment process.

|  |  |  |  |
| --- | --- | --- | --- |
| **Age** | | | |
| 16-24 |  | 45-54 |  |
| 25-34 |  | 55-64 |  |
| 35-44 |  | Over 65 |  |
| Prefer not to say | | |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender** | | | | | | | | | |
| Female |  | | Male | |  | Prefer not to say | | |  |
| **Gender Identity (if appropriate)** | | | | | | | | | |
| If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex which group do you identify with? | | | | | | | | | |
| Transsexual | |  | | Transgender | | |  | Intersex |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| I would describe my ethnic origin as: | | | | | |
| **Asian or Asian British** | | **Black or Black British** | | **Mixed** | |
| Bangladeshi |  | African |  | White & Asian |  |
| Indian |  | Caribbean |  | White & Black African |  |
| Pakistani |  | Other Black background |  | White & Black Caribbean |  |
| Other Asian background |  |  |  | Other mixed background |  |
| **White** | | | | **Other Ethnic Group** | |
| British |  | Scottish |  | Chinese |  |
| English |  | Welsh |  | Any other ethnic group |  |
| Irish |  | Other White background |  |  |  |
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| Prefer not to say |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| Please choose the option that best describes your sexuality | | | | | |
| Gay Woman/Lesbian |  | Gay Man/Homosexual |  | Bisexual |  |
| Straight/Heterosexual |  | Prefer not to say | | |  |

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| --- | --- | --- | --- | --- | --- |
| Please indicate your religion or belief | | | | | |
| Baha’i |  | Hindu |  | Muslim |  |
| Buddhist |  | Jain |  | Sikh |  |
| Christian |  | Jewish |  | Other |  |
| Prefer not to say |  |  | |  | |

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| Do you consider yourself to have a disability under the Equality Act 2010? In the Act, a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities. | | | | | |
| Yes |  | No |  | Prefer not to say |  |