Dear Applicant

**SIA – For life after spinal cord injury**

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 Admin Support Officer 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.

If you would like to find out more about the charity and the role, our Academy Coordinator Karen Mikalsen will be happy to have an informal chat with you before you make your application. Please email Jen Sims People Services Manager for this to be arranged [j.sims@spinal.co.uk](mailto:j.sims@spinal.co.uk)

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

Closing date for completed applications is Friday 5pm 16th April and interviews will be held the week beginning the 26th April on MS Teams or at SIA House, Milton Keynes.

No CVs and no agencies please.

**JOB DESCRIPTION**

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| --- | --- |
| **Job Element** | **Detail** |
| **Job Title** | Admin Support Officer |
| **Reporting to** | SIA Academy Co-Ordinator |
| **Department/Location** | Services / SIA House, Milton Keynes |
| **Main Purpose** | Working as part of the Health & Care Quality team, the Services Admin Support Officer will be responsible for assisting the SIA Academy Co- Ordinator in supporting the administrative and organisational duties  for the Services team. |
| **Duties & Responsibilities** | To support the Health and Care Quality team through monitoring of referrals to the service made by telephone, email or online submission, prioritising and forwarding referrals to the relevant SCI Specialist Nurse, or to direct enquiries to more appropriate services if necessary.  To assist the SIA Academy Co-Ordinator to manage the active list of referrals, keeping in contact with referrers to ascertain the progress of patients / service users and their location.  To liaise between the SCI Nurse Specialists and referrers to arrange face-to-face visits as required.  Lead on management of database entries across Services and ensure information remains updated and relevant.  To assist with the monitoring and evaluation of the effectiveness and impact of SIA Services  In conjunction with the SIA Academy Co-Ordinator, to assist with the organisation and facilitation of specialist education sessions to individuals and groups.  To promote membership of SIA and sign-up new members as they contact the service.  To assist in maintaining relationships with relevant staff at SCI Centres, Major Trauma Centres, DGH’s and other non-SCI specialist centres. |

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|  | To build and maintain relationships with other relevant charities, for example BackUp, Aspire, Headway etc.  To work closely with other teams within SIA as required .  To continue to develop own competence through use of a personal continuing professional development plan, and maintain up to date knowledge of resources, services, policies.  To observe strict and complete confidentiality regarding information obtained during work.  To ensure that the integrity of service user data captured during the course of service delivery is not compromised, and that all data is collected/stored/used in accordance with the principles set out in the Data Protection Act 1998.  To be sympathetic to service user beliefs, feelings and preferences whilst remaining a neutral third party, focussing at all times on assisting the service user. |
| **Reporting & Line Management** | To report to the SIA Co-Ordinator on all aspects of work and engage in line management supervision and performance appraisal as required.  To maintain records and produce statistics of referrals to the Health and Care Quality Service for monitoring, evaluation and development purposes, and to provide written reports, statistics and information related to activity as may be required.  To undertake relevant statutory and personal development training necessary to the achievement of agreed targets.  To participate in and actively contribute to Departmental meetings.  To carry out any other tasks within the scope of the post as defined by the SIA Academy Co-Ordinator and/or the Chief Executive Officer. |
| **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. * 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) |

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| --- | --- |
|  | * 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:** | Admin Support Officer | |
| **Knowledge & Experience** | **Essential** | **Desirable** |
| Worked in an Administrative role for 2 years | **X** |  |
| Experience of, or interest in, disability |  | **X** |
| **Skills** |  |  |
| Willingness to be proactive in the job and act  on own initiative where appropriate | **X** |  |
| Ability to communicate effectively at all levels,  both verbally and in writing | **X** |  |
| Excellent IT skills, including good knowledge of  MS office, PowerPoint and use of databases. | **X** |  |
| Is highly motivated, flexible and able to work as  part of a team | **X** |  |
| Ability to manage and prioritise a varied and  busy workload | **X** |  |
| **General** |  |  |
| Good standard of general education | **X** |  |
| Ability to undertake occasional travel | **X** |  |
| Warm and friendly personality | **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.

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.*

**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

**Gender**

# 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.

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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |  |

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| --- | --- | --- | --- | --- | --- |
| 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 |  |