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**Assistant Admin Officer**

**(Maternity Cover – Minimum 5 months)**

35 hours per week (full-time)

NJC Scale Point 3 - £9.81 per hour (£17,854.20 per annum)

25 days annual holiday leave + 11 days public holidays

5% employer + 3% employee pension contribution

**Key responsibilities:**Deal with queries on the phone, by email and on social media
Taking Bookings from members and input into booking system
Fuller details contained in application pack.

An Application Pack can be downloaded at [www.fermanaghcommunitytransport.com](http://www.fermanaghcommunitytransport.com)/jobs. Completed application form must be returned by no later than 5.00pm on Friday 18thJune 2021. CV’s will not be accepted.

Fermanagh Community Transport (FCT), 42 Enniskillen Business Centre,

 Lackaghboy Industrial Estate, Enniskillen, BT74 4RL

Charity No: 101626

**We are an equal opportunities employer**



**JOB DESCRIPTION**

**Role Details**

**Role Title:** Assistant Administrative Officer (Temporary – Initial 5-month contract)

**Location:** Fermanagh Community Transport (FCT) 42 Enniskillen Business Centre, Lackaghboy Industrial Estate, Enniskillen BT74 4RL.

**Responsible to:** FCT Manager

**Salary:** £17,854.20 per annum (Pro rata)

**Pension:** 5% employer + 3% employee pension contribution

**Holidays:** 25 days annual holiday leave + 11 days public holidays (Pro rata)

**Staffing Responsibilities:** No line management duties

**Hours of work:** 35 hours per week; 9am – 5pm Monday to Thursday, Friday 9am to 4.30pm, exclusive of meal breaks.

**Purpose of FCT:**

To reduce rural social exclusion and isolation by providing affordable, accessible, and reliable transport services in Fermanagh.

**Job Purpose:**

* Work as part of a team to ensure the provision of a caring, professional, and reliable community transport service within and across Fermanagh.
* Provide administrative support to the wider FCT team.

**Job Roles and Responsibilities:**

* Ensure the office is open between the hours of 9am to 5pm Monday to Thursday and 9am to 4.30pm on a Friday
* Take bookings from members and input into booking system
* Record all changes to bookings and relay same to drivers in real-time.
* Record and receipt cash from drivers
* To handle queries from individuals, community, statutory and voluntary organisations in an efficient and professional manner.
* Deal with public enquiries in a friendly and professional manner
* Deal with and administer new individual member and group application requests and follow-up as appropriate.
* Assist in the scheduling and booking of the vehicle maintenance and inspection programme.
* Deal with queries on the phone, by email and on social media
* Maintain office equipment, such as printers, computers, scanners and photocopiers
* Update computer records
* Setting up and maintaining filing systems
* Provide basic IT support
* Keep driver and volunteer details up to date, checking and verifying licence, insurance, MOT and CPC details
* Ensure all data and information is processed and managed in accordance with the General Data Protection Regulation
* To adhere to all company policies, procedures and protocols in fulfilling professional duties.
* Assist in generating monitoring and reporting information for funders
* To participate in regular staff support and supervision, annual appraisal and team meetings.
* To be prepared to undertake any learning and development deemed necessary to support your professional development and ability to fulfil the role with greater confidence and skill.
* Any other reasonable duties as required in furtherance of the organisational objectives.

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential**  | **Desirable**  |
| **Qualifications****&** **Experience** | * Minimum of 5 GCSEs at Grade C or above (which must include as a minimum Maths and English (Or Equivalents))
* Plus 1 year full-time paid office administration experience

***Or**** Minimum of 3 years full-time paid office administration experience
 | * Computer GCSE at grade C or above
* Office Administration qualification i.e. OCR Level 3 Diploma in Administration
* Academic or professional qualifications in administration
 |
| **Skills**  | * Working with Microsoft Word, Excel and Outlook
* Ability to learn and navigate IT systems with pace and competence
* Excellent phone manner
* Excellent customer care and dealing positively with the public face to face, on the phone and via email, web and social media
* Managing work problems and conflicting demands as and when they arise
* Excellent time-management, work planning, management and delivery skills
* Ability to work under pressure
* Work on one’s own initiative and as part of a team.
 |  |
| **Knowledge** | * Awareness of the needs of persons with a range of physical and psychological disabilities
* Detailed knowledge of the geography of the County
* Understanding of the background to Fermanagh Community Transport and what it does.
* General Data Protection Regulation and Data Protection
* Safeguarding requirements for adults and children
 |  |
| **Attitude** | * Positive, caring, reliable and professional outlook
* Confident
* Trustworthy
* Ability to maintain confidentiality
* Take pride in work and appearance
* Flexibility
 |  |



**Job Application Form**

**Assistant Admin Officer (Maternity Cover)**

**FOR OFFICE USE**

**Ref: No:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Closing date:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date received:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job Title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please complete this form in BLOCK LETTERS and return it on or before the closing date that is specified below. Late applications will not be considered. Do not attach a separate CV to this form as it will not be considered.**

**Please return this form by no later than Friday 18th June 2021 to Fermanagh Community Transport, Unit 42 Lackaghboy Industrial Estate,Tempo Road, Enniskillen, Co. Fermanagh, BT74 4RL.**

**Contact Details**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postcode:

Contact Landline Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Mobile Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you require any special arrangements for an interview? If yes, please give details below:

Date of Birth: \_\_\_\_\_/\_\_\_\_\_\_/\_\_\_\_\_

For Q1 through to Q3 below please tick beside appropriate answer:

1. Are you prepared to undergo an Enhanced Access NI Check? Yes No
2. Are you prepared to undergo an Independent Pre-Employment
Drug and Alcohol Test? Yes No
3. Do you have access to a reliable means of transportation to and from work?

 Yes No

**Present and Past Employment**

|  |  |
| --- | --- |
| Present or Most Recent Employment | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |
| Previous Employment (most recent first) | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |
| Present or Most Recent Employment | Key Responsibilities of Post: |
| Name and Address of Employer |  |
| Job Title: |  |
| Dates Employed:From: To:Reason for leaving |  |

# Continue on a separate sheet if necessary.

**Education**

**Please list all schools, colleges and universities attended, indicating when you attended, what you studied and what grades you achieved.**

|  |  |  |  |
| --- | --- | --- | --- |
| Secondary School/ College/ University | Years Attended | Course Undertaken | Grade Achieved |
|  |  |  |  |

Continue on a separate sheet if necessary.

**Training and Professional Development**

Please list any other courses, workshops or training you have undertaken, including dates and duration, which may not have led to a qualification, but which you feel is relevant to the advertised post.

**Supporting Statement**

Please use the space below to set-out how you feel you meet each of the Essential and Desirable Criteria set-out within the Person Specification. **Please speak to each specific criteria.**

**Qualifications & Experience**

**Skills**

**Knowledge**

**Attitude**

**Other Relevant Experience**

Please give details of any other experiences or skills you feel you have may gained perhaps through community or voluntary activity which would be useful in the role for which you are applying?

**References**

List the names and contact details of two persons who are willing to provide references for you. They should be persons who know you (but who are not members of your family) and who are qualified to give an opinion about how you are suitable for this post. Please note that we will not contact your current employer for a reference unless and until we are prepared to offer the post to you.

|  |
| --- |
| Name |
| Address |
| Phone Number Mobile Number |
| Email address |
| How is the referee known to you? |

|  |
| --- |
| Name |
| Address |
| Phone Number Mobile Number |
| Email address |
| How is the referee known to you? |

**Declaration**

To be the best of my knowledge the information that I have provided on this form is correct. I understand that deliberate misinterpretation or omission of factual information may disqualify me from consideration or lead to dismissal.

Signed: Date:

Please return this form by no later than Friday 18th June 2020 to Fermanagh Community Transport, Unit 42 Lackaghboy Industrial Estate, Tempo Road, Enniskillen, Co. Fermanagh, BT74 4RL.

Please mark the A4 envelope completed application form ‘Assistant Administrative Admin Officer (Maternity Cover)’. Please do not put any other detail on the front of the envelope which could identify you.

**Fair Employment Monitoring Questionnaire**

**Ref No: *Private & Confidential***

**Monitoring Questionnaire**

**Introduction:**

We are an Equal Opportunities Employer. We do not discriminate against our job applicants or employees and we aim to select the best person for the job. We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the *Fair Employment & Treatment (NI) Order 1998*.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

**1. Community Background:**

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

**Please indicate the community to which you belong by ticking the appropriate box below:**

 I am a member of the Protestant community: 

 I am a member of the Roman Catholic community: 

 I am not a member of either the Protestant or the

 Roman Catholic communities: 

*If you do not answer the above question, or if you tick the “not a member of either” box, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.*

**2. Sex:**

**Please indicate your sex by ticking the appropriate box below:**



 Male:

Female: 

***Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.***

**Please complete and place this monitoring form in a separate envelope and place it within the larger envelope containing the completed application form. Please do not write any identifying details on the front of the monitoring form envelope.**