



39 Blossom Street
York
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Dear applicant,

Thank you for your interest in working with IDAS.

Please find enclosed:

- Guidance notes – **please read these carefully**
- Job description
- Person specification
- Application form - please download from our website: [here](#)
- Link to our Diversity and Equalities Monitoring questionnaire: [here](#)

If you require any additional information about the position, please email info@idas.org.uk

All completed applications should be emailed to hbrandpayroll@idas.org.uk or posted to IDAS, HR & Payroll Officer, 39 Blossom street, York YO24 1AQ. Email applications are preferred.

All applicants should also complete our Diversity and Equalities Monitoring questionnaire via the following link [here](#) This information helps us understand whether our recruitment process has reached a wide audience and it will be held completely confidential.

The closing date for this post is noon on Friday 30th July 2021. It is anticipated that interviews will be conducted after August 11th 2021.

Unfortunately, we are unable to provide feedback on applications.

Best Wishes,

Chris Davies, Head of client services, Independent Domestic Abuse Services



Safe lives, free from abuse and violence

GUIDANCE NOTES: Independent Domestic Abuse Services

- Please read the job description and person specification before completing the form.
- Use black ink when completing the form.
- Complete the application form as fully as possible, referring to the job description and person specification. We only short-list people for interview who meet every essential requirement on the person specification.
- Include information about your relevant experience, this can be experience gained through voluntary work, interests or hobbies as well as through paid employment.
- Include details of why you want to work for IDAS as well as information about your experience.
- Please return the application form via email to: hbrandpayroll@idas.org.uk.
- Please complete the Diversity and Equalities Monitoring Questionnaire using the link provided.
- All your personal information is held in accordance with IDAS Data Protection and Confidentiality Policies and will not be shared with anyone other than for the purpose of this recruitment process.

Independent Domestic Abuse Services (IDAS)

Job Description

JOB TITLE:	Hub Administrator
LOCATION:	York
SALARY:	NJC Points 9-12 Starting £20,903 (Full-time)
HOURS:	18.5 Hours
LEAVE:	26 Days + Bank Holidays (Full-time)
RESPONSIBLE TO:	Hub Manager
RESPONSIBLE FOR:	Volunteers and student placements

Hours of work will be flexible according to the needs of the project and will include evening and weekend work. Annual leave and time off in lieu to be taken with the prior agreement of the Hub Manager.

OVERALL OBJECTIVES

To work within a skilled team to ensure the smooth running of IDAS referral and assessment hub.

PARTICULAR TASKS OF THE POSTHOLDER

IDAS Referral and Assessment hub

To facilitate the smooth running of IDAS referral and assessment hub.

To deal with telephone enquiries and referrals inputting relevant information onto IDAS case management system.

To make onward referrals where appropriate.

To provide advice, information and assistance to anyone contacting the hub.

Communication – Internal and External

To promote the work of Independent Domestic Abuse Services.

To participate in fundraising activities.

To attend and participate positively in team meetings.

To attend and participate positively in supervision, case management sessions and annual appraisals.

To represent IDAS at appropriate meetings and forums.



To develop positive links with voluntary and statutory agencies.

Other

To keep up to date with national and local government decisions, relevant legislation and policy developments in relation to children.

To provide support and guidance to volunteers.

To ensure the smooth running of the project in line with IDAS's policies and procedures.

To work on a flexible basis with some unsociable hours to meet the needs of the project.

To undertake all other reasonable tasks requested by the Hub Manager / senior management team.

Continued below please scroll down

Person Specification: HUB Administrator

Qualities required	
Skills and experience	<p>Working with people</p> <p>Must have a proven track record of partnership working and have the skills and ability to build and maintain positive relationships with partners and stakeholders. Must be empathic and non-judgmental in your approach. Must have the ability to deal with changing priorities and unique situations and respond effectively to these seeking to resolve issues promptly. Strong team working capabilities and ability to liaise and co-ordinate effectively with peers in the area to achieve area objectives.</p> <p>Communication</p> <p>Must be able to communicate effectively with clients, colleagues and stakeholders. Must show an ability to articulate views and ideas in a persuasive way. To be confident at presenting information in a variety of situations and dealing with feedback and challenges.</p> <p>Equality and Diversity</p> <p>To demonstrate a commitment to the principles of equal opportunity and diversity.</p>
Organisational abilities	<p>Service Delivery</p> <p>Must be able to keep up to date with current thinking, developments and research and incorporate these into service provision. Must be committed to ensuring the delivery of quality services.</p> <p>Finance & Administration</p> <p>Should have excellent literacy skills. Should have excellent IT skills, including knowledge of Word, Outlook and Excel. Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time and within budget.</p>
Personal effectiveness	<p>Approach to work</p> <p>Must be a strong team player who possesses tact, diplomacy and negotiation skills, is resilient under pressure, and is able to prioritise workloads effectively. Able to produce practical and creative solutions to issues and problems.</p>
Education / qualifications	No formal qualifications required.
Commitment to IDAS	<p>Commitment to organisational goals Should be able to demonstrate a strong commitment to the objectives and values of IDAS.</p> <p>Embracing change Should be open to and supportive of change and new ways of working and able to gain buy-in and long-term commitment from the team.</p>
<p>The post holder is expected to work within policies and procedures of IDAS and be committed to its ethos and values. This will include promoting and demonstrating the principles of equal opportunity including encouraging diversity and tackling discrimination.</p> <p>IDAS values</p> <p>We are: Compassionate, determined, inclusive, courageous and respectful.</p>	