



Administrative Assistant Job Application Pack

- Job Type:** Six-months, full-time (30 hours per week). Possibility to extend beyond six months
- Location:** Office-based. Unit 17-18 North City Business Centre, 2 Duncairn Gardens, Belfast, BT15 2GG
- Benefits:** 29 days leave (inc. bank holidays)
Pension scheme

Application deadline: 14th October 2021 at 5pm

The Parent Rooms is an anti-racist organisation committed to advancing anti-racism and inclusion. We particularly welcome applications from Black, Asian, and Minority Ethnic people, we are under-represented in our organisation. We are an equal opportunities employer.

IMPORTANT INFORMATION

This role is being recruited through the JobStart scheme and is open to all 16-25 year olds. As an entry-level role, please don't be discouraged if you have never done this type of job before, or have little experience. Full training and mentoring will be provided. This is an opportunity for you to join a passionate and inclusive team, to learn new skills that will build your CV, and get experience that you can use in many roles going forward. We understand that applying for new roles can be difficult and we aim to make our recruitment practices as inclusive as possible. If you are unsure or have any questions at all, please don't hesitate to get in touch. Contact details are at the end of this pack.

ABOUT THE PARENT ROOMS

The Parent Rooms is a mental health charity that supports parents living in Northern Ireland. Our mission is to provide **a circle of support around parents** and their families as they emerge beyond personal struggles to lead full and healthy lives. We do this through **peer support, counselling, wellness education, and awareness-raising**.

Our vision is to have **a regional circle of support** that every parent across Northern Ireland can access to **improve their mental and emotional wellbeing**.

Over the past two years, we have worked towards this vision by **training peer support volunteers** who are currently **delivering support services** in several locations across the country. We have **developed partnerships** with other third sector organisations and health services to **ensure parents can access support** when needed.

OUR VALUES

These values are an important part of what it means to work at The Parent Rooms. **They're for us as staff, but also for our partners, parents, and volunteers;** we expect everyone to act in accordance with them.

We strive to live by them in everything we do and to use them as guides for decision-making. It's not just about what we do, **but how we do it.**

COMPASSION: We are empathic, respectful, and optimistic. We start with our parents' needs and meet them where they are. We put people at the centre of everything we do and we support people's choices and decisions.

INNOVATION: We embrace innovation and are always looking for ways to improve how we deliver our services, with the needs of the parents influencing this. We challenge ourselves to be open to new ideas. We stay aware of new and evidence-based ways of working. We think outside the box!

RESPECT: We value every person and treat them with dignity. We promote diversity and inclusion, and challenge inequality. We challenge bullying and inappropriate behaviour. We respect the environment and promote sustainability. We value everyone's input and ideas.

COLLABORATION: We work together to advance the purposes of The Parent Rooms. We work respectfully and constructively with partner organisations. We look for ways to partner with others for mutual benefit. We are open to collaboration with others.

LEADERSHIP: We build on our unique skills, experience, and expertise, including our lived experience. We contribute to research and campaigning where appropriate. We lead the conversation around mental health in our communities and beyond. We build a top-class service that others can aspire to.

EXCELLENCE: We deliver outstanding services to parents, volunteers, donors, partners, and stakeholders. We promote excellent parent and volunteer experiences. We always seek to improve our performance. We act with integrity and behave responsibly. We demonstrate accountability in all we do.

The Parent Rooms is at a moment of opportunity to make an even bigger difference in the future, and **we're looking for a new colleague who can help us achieve that mission of creating a circle of support around parents throughout Northern Ireland.**

ABOUT THIS ROLE

The Parent Rooms is a fairly new organisation that has been making a real impact for parents in communities all across the country. Despite only launching our peer support services during the pandemic, we have provided support and wellbeing programs to over 400 parents, and demand for our service continues to grow. **We're excited to now be looking for a creative, confident, and versatile Administrative Assistant to join our team.**

As the Administrative Assistant, you will be responsible for **providing a professional administrative and support service** to the office team including **light personal assistant duties** to the Chief Executive.

You will be managed by the Chief Executive and will work closely with our Parent Support Coordinator to help **process referrals, and provide customer service** to the parents we support. You will also assist with **arranging classes and booking rooms.**

This job requires **creativity, perseverance, patience, and positivity**. You will need to be able to work well within a team and bring your passion to this role. **You will be someone who is able to manage lots of moving parts and elements and can manage your time effectively.**

OBJECTIVES OF THE ROLE ARE TO:

1. To provide general administrative duties to the office team. This includes:
 - **Producing documents**, typing duties, word processing, and graphic design;
 - **Maintain our records** using our filing system and online database;
 - **Provide compassionate and friendly customer service**. We support parents who are having issues around mental and emotional wellbeing. You will need to be able to handle confidential information and interact in a way that is sensitive and mindful;
 - **Create warm and engaging communications** such as newsletters, blogs, emails, and social media to advertise our programs to our network and within communities;

ESSENTIAL SKILLS, EXPERIENCE, AND PERSONAL QUALITIES

- You are **approachable, resilient, and discreet**, with the ability to **build trusting relationships** while **maintaining firm boundaries**;
- You're an **authentic, high-quality communicator, both written and verbal**, with the ability to build relationships with diverse groups and individuals effectively and appropriately through written as well as verbal communications;
- Solid understanding and proficiency in use of **video conferencing apps and social media**;
- Competent **multi-tasker, team player**, and determined **problem-solver**;
- **Adaptable and enthusiastic** about working in a fast-growing, fast-moving organisation;
- You are **committed to being part of a the creation of an inclusive and anti-discriminatory program** that tackles loneliness, mental and emotional wellbeing, and isolation.

DESIRABLE SKILLS AND EXPERIENCE

- Experience in **safeguarding** and working with partners in the health and social care sector;
- Experience in **office administration**
- **Great attention to detail**
- Experience using **SalesForce**;
- Good grasp of office applications (Windows or Mac)

OTHER REQUIREMENTS

- You are able to obtain a clear Access NI check;
- You have the right to work in the UK.

HOW TO APPLY

In order to make our recruitment processes more equitable, we are trialling a task-based application process. Therefore, **we are not accepting CVs for this job vacancy.**

To apply for this role, please read the job application pack and the below task descriptions carefully. You can then upload your three completed tasks via our online application form by **5pm on 14th October 2021.**

We advise having your three completed task files ready to upload before starting the form.

Successful applicants will be asked to attend an interview on Thursday 21st October.

APPLICATION TASKS

Please note that the interview panel are the only members of staff who will see your task work. We value intellectual property and will not use any of your ideas or suggestions without your consent.

TASK ONE: Introduce yourself
Please send us an audio recording of you introducing yourself and why you are interested in this role
Why we're asking for this: In this role, you will be introducing yourself to lots of parents, volunteers, and community partners. This task helps us to learn a little more about you and how you introduce yourself without the pressure of an interview setting. It also helps us to make sure we pronounce your name correctly and use the right pronouns, so please include those if you wish.
Tip: Try to relax, and imagine you are having a conversation on the phone. We're not looking for a perfect recording, but we are hoping to get a sense of who you are and why you'd like to work at The Parent Rooms.
Requirements: Audio file, no longer than three minutes. Please save your file: [YOURNAME] Task 1

TASK TWO: Your skills, experience, and personal qualities
Please tell us how you meet the essential and (if applicable) desirable skills, experience, and personal qualities listed above in this job application pack. List each bullet point, and give an example of how you meet this criteria. This could be through paid, unpaid, or volunteer work, or training.
Why we're asking for this: As we're not asking for cover letters and CVs, we'd like to offer you the chance to tell us about knowledge, skills, or experience you have (whether paid or voluntary) that would make this the right job for you.
Tip: We look for transferable skills as well as experience. You may not have had a similar role in the past, but you may have performed similar tasks or have been able to demonstrate the criteria in a different way.
Requirements: Word document, Google doc, or PDF. Maximum of two pages. Please name your file [YOURNAME] Task 2

TASK THREE: Facilitating Friendships

A parent who is new to The Parent Rooms has come into the office and is feeling very nervous about attending her first counselling session. Please tell us how you would respond to this parent, including ideas or suggestions that will help them feel more comfortable.

Why we're asking for this: When parents first come to us, it can sometimes take a while before they feel comfortable meeting new people and trying new things. In this role, you would play a key part in helping parents to feel at ease.

Requirements: Word document, Google doc, or PDF. Maximum of one page. Please name your file [YOURNAME] Task 3

Please send your prepared files to hello@theparentrooms.co.uk by 5pm on 14th October 2021. If you have any problems sending your application, have any accessibility needs, or would like to have an informal chat about this role, please contact Michelle Bradley at michelle@theparentrooms.co.uk or call 02895 38 04 04.

We're looking forward to receiving your application, good luck!