

North Tyneside Voluntary Organisations Development Agency

An independent charity supporting volunteers and the Voluntary & Community Sector

Application information for the post of

Information & Communications Officer

Salary £21,952 per annum *pro rata* for 18.5 hours/wk (0.50 FTE)

Permanent post available for immediate start

Additional benefits: Flexible working arrangements, contributory BUPA and pension scheme, generous mileage allowance and free office parking.

Key dates:

Closing date for completed applications: **Noon on Thursday, 1 November 2018**

Interviews to be on: **Friday, 9 November 2018**

Interview location:

VODA
1st Floor, Alexandra Building
Queen Alexandra Road West
North Shields
NE29 9AH



Precise Location:

<https://map.what3words.com/needed.sums.raced>

Instructions:

1. Please read the information in this pack carefully before completing the application form.
2. Do not include a CV, photograph, open reference, cover letter or proof of qualifications at this stage.
3. We undertake blind shortlisting. Apart from Section 1 please do not include your name in any other section.
4. Please return the completed application form to phil.bagnall@voda.org.uk
5. If you do not hear from us within 7 days of the closing date you should assume that your application has been unsuccessful. Please note that we do not give feedback on shortlisting.
6. Your application may be unsuccessful if you fail to answer all of the questions, if there are unexplained gaps in your work history or if you provide details of the wrong referee.
7. VODA undertakes appropriate vetting of applicants which may include, in addition to employment references, confirmation of educational attainment and criminal record checks.



Support

Inform

Represent

Supporting volunteers and the voluntary and community sector in North Tyneside

Charity Registration No. 1075060 • Company registration No. 3703221

Job Description

Job Title: Information & Communications Officer

Hours: 18.5 hours per week (0.50 FTE)

Salary: Scale £21,952 per annum *pro rata*

Line Manager: Core Services Manager

Job Purpose:

To assist in the development of voluntary and community organisations in North Tyneside through the provision of information.

To contribute to the internal and external development of VODA by implementing effective communications across the organisation in line with VODA's ethos and brand image.

Main Duties

1. To contribute to and implement an effective communications strategy for VODA.
2. To design and produce newsletters, ebulletins, information sheets and other resources.
3. To produce and co-ordinate VODA's marketing and publicity.
4. To maintain the Community Database.
5. To maintain and further develop VODA's website and social media channels.
6. To contribute to the organisation and promotion of VODA events, training courses and conferences.
7. To design and format VODA's annual and other reports.
8. To be proactive in the maintaining and raising of VODA's profile via the local press and other media outlets.
9. To ensure that publications are badged with VODA's logo, logos required under our contractual arrangements and quality marks.
10. To contribute to the development of policies and procedures in VODA.
11. To work with colleagues to support new developments by providing relevant publicity materials.
12. To ensure equal opportunities principles and practices are implemented.
13. To prepare reports for the VODA Board of Directors as required.
14. To undertake training as appropriate.
15. To work occasional unsocial hours for which time in lieu should be taken.
16. To undertake any other duties in negotiation with the Core Services Manager.

Person Specification

Knowledge and Experience

Essential

- Experience of producing publicity materials, newsletters and reports.
- Experience of creating engaging copy and content for a range of audiences and media, including social media.
- Good working knowledge of social media platforms, in particular Facebook, Twitter and Flickr.
- Understanding of data protection regulations in relation to marketing.
- Knowledge of communication methods.

Desirable

- Knowledge and experience of the voluntary sector.
- Experience of managing databases.
- Experience of press relations.
- Creating, contributing to or editing a newsletter.
- Understanding of branding.

Skills

Essential

- Ability to edit and paraphrase published information.
- Eye for detail.
- Good interviewing skills.
- Excellent communication skills.
- Good organisational skills.
- Good design skills.
- Knowledge of infographics.
- Competent at using a range of word, online and design software (ideally WordPress, MailChimp and InDesign)
- Ability to work on one's own and as a team member.

The successful candidate will have ...

- A commitment to the principles and practice of equal opportunities.
- A commitment to the work of voluntary and community organisations.

Conditions of Employment

- 1. Location** The post is based at VODA's offices in North Shields but work will be carried out across North Tyneside and elsewhere.
- 2. Salary** The salary is £21,952 per annum *pro rata* for 18.5 hours/week (0.61 FTE).
- 3. Pension** If eligible you will be auto-enrolled into the VODA Pension Scheme.
- 4. Hours** The post is funded for 18.5 hours per week. Office hours are 9:00 am - 5.00 pm Monday to Thursday and till 4.30 pm on Friday with a compulsory ½ hour for lunch. Your working hours will be by arrangement with your Line Manager.
- 5. Holidays** The holiday entitlement is 28 days per year increasing by one day per completed year rising to a maximum of 33 days. All holidays are pro rata for part time staff.
- 6. Maternity / Paternity** Details of maternity/paternity leave are available.
- 7. Sick Pay** Details of sick pay arrangements are available.
- 8. Health Scheme** Employees are entitled to join VODA's health scheme which is operated through BUPA.
- 9. Expenses** Travel expenses are paid for necessary work-related journeys.
- 10. Notice** Statutory notice periods apply.

Background on VODA

VODA is North Tyneside Voluntary Organisations Development Agency. We value, promote and support the development of the voluntary and community sector by providing an independent, sensitive, responsive and inclusive service to achieve an active and lively community which is rich in volunteers.

VODA has been in existence since 1993. We are based in offices at the Queen Alexandra 6th Form College in North Shields.

VODA is run by a Board of up to 18 Directors, who are elected by VODA members at our Annual General Meeting.

Below are VODA's main areas of work:

- Advice and support for voluntary or community organisations based in or operating in North Tyneside on a range of topics including developing a new group, fundraising, financial management, and governance.
- Information production: We keep the local voluntary sector informed about issues affecting it, producing a fortnightly ebulletin which has around 1000 subscribers, and a quarterly newsletter which is read by over 2000 people. We also produce information sheets and guidance for the sector.
- VODA runs the accredited Volunteer Centre for North Tyneside, raising awareness of the benefits of volunteering and recruiting and placing volunteers with a range of voluntary, community and statutory organisations. We deliver volunteering projects including a supported volunteering project for people with enduring mental health issues and other long term conditions.
- Training: VODA provides low cost training to meet the needs of the local voluntary and community sector.
- Networking and developing partnerships with local, regional and national organisations.
- VODA facilitates local networks including the Volunteer Network and North Tyneside VCS Chief Officers group. VODA works strategically with a range of voluntary and public sector organisations including North Tyneside Strategic Partnership.
- Representation: VODA provides a voluntary sector viewpoint and facilitates representation within the sector in North Tyneside on a broad range of issues.
- VODA manages a range of contracts and other projects as appropriate to the needs of the local community, and where they fit with our strategic objectives.

Rehabilitation of Offenders

VODA does not discriminate against ex-offenders and all appointments are made on the basis of skills and abilities. However, for some posts, because of the nature of the work, you will be required to disclose details of convictions, cautions etc.

Vetting of Applicants

Some posts may require a criminal records check and may be subject to further vetting. References are required that are satisfactory to us.

Eligibility to work in the UK

To apply for this post you must be eligible to work in the UK.

British Citizens are automatically eligible to apply for employment, subject to Rehabilitation of Offenders and DBS restrictions.

EEA Countries: You are eligible to work in the UK if you are a citizen of Austria, Belgium, Bulgaria, Cyprus, the 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 and Sweden.

EU Citizens: The Government has advised that there will be no change to the rights and status of EU nationals living in the UK while the UK remains in the EU.

Commonwealth Citizens: Applicants that have lived in the UK permanently since before 1973 and who have not been abroad for long periods in the last 30 years have the legal right to work in the UK. Applicants who came to the UK after 1 January 1973 but before 1988 might not have an automatic right to work in the UK but *may* be allowed to do so.

Other nationalities: **Swiss** citizens have a right to work in the UK, **Bulgarian, Croatian and Romanian** nationals may require special permission. **All other nationalities** require a visa – contact a British Overseas Mission in your own country – and may also need a work permit.

Our commitment to equality and diversity

VODA recognises that everyone has a contribution to make to our society and a right to equal treatment.

VODA is fully committed to providing an environment that eliminates discrimination and which actively promotes diversity and values difference based on the unique contributions of individuals.

We are part of the Disability Confident Employer scheme. If you are disabled and meet the minimum criteria you are guaranteed an interview.



Privacy Statement

North Tyneside VODA collects, processes and stores data which relates to its staff (current and former) as well as individuals applying for employment at VODA. This often includes some types of personal data which are classed as “sensitive personal data”. This data may relate to issues such as age, gender identity, racial or ethnic origin, political opinions, religious beliefs or other beliefs of a similar nature, trade union membership, physical or mental health or condition, sexual life and any alleged offences and/or criminal convictions. Some of this information is collected at the recruitment stage, separated and anonymized.

“Data Subjects” i.e. staff and individuals applying for employment at VODA, will be asked to provide/confirm their personal and/or sensitive personal data as required. By providing this information the Data Subject consents to VODA collecting, processing and storing this information.

Appropriate security measures are or will be in place to ensure that all personal and sensitive personal data are held and processed confidentially.

Personal data relating to staff and potential staff are processed (both manually and electronically) for various administrative, management and health and safety reasons, including but not limited to:

- Provision of payroll and pension administration.
- Occupational health.
- Personnel records including performance and absence reporting including medical information (where appropriate).
- Diversity monitoring.

VODA may also, where required, use copies of the data you provide (including sensitive personal data) in order to test our IT systems. If your data is used for system testing, it will be copied to a test environment, where it will be used along with data provided by other staff to test IT systems in a realistic way. This is done to ensure that changes will be effective and will not cause loss or damage to data in the ‘live’ environment. The data about you which we hold in our ‘live’ systems will not be affected in any way. Data will not be kept in the test environment for longer than is necessary for testing purposes, and data in that environment will not be used for any purpose other than testing. Appropriate security precautions and permissions will be applied to the data and any copy used for testing will be deleted as soon as the testing has been completed.

VODA handles personal data in compliance with the Data Protection Act 2018 and General Data Protection Regulation and recognises the importance of correct and lawful processing. VODA is registered with the Information Commissioner’s Office (ICO).

The personal data you provide will only be used for official VODA business. In some cases it may be necessary to transfer your personal data outside the UK; if this occurs VODA will ensure that adequate safeguards are in place.

VODA discloses staff information to a variety of third parties; these include but are not limited to:

- Employees of VODA (on a 'need-to-know' basis in relation to job function).
- VODA Directors (on a 'need-to-know' basis in relation to their function as Trustees of the charity).
- Agents of VODA e.g. pensions administrator.
- Relevant UK government departments, e.g. HM Revenue and Customs.
- Law enforcement agencies.
- Relevant authorities dealing with emergency situations at VODA.
- Any other authorised third party to whom VODA has a legal/contractual obligation to share data with.

Disclosure of certain personal data may also be made to other entities not listed above. This will only ever be done in accordance with the Act. Your consent will be sought where necessary.

VODA will retain your personal data as long as necessary for the purposes described above. After termination of your employment VODA may still be required to hold your personal data for a period of time to satisfy statutory and legal obligations or for administrative purposes.

Unsuccessful candidates' data will be held for a minimum of 6 months following the date of the interview.

Your Rights under the Data Protection Act 2018

As a 'Data Subject' you have a number of rights under the Act. This includes the right to:

- Access the personal data VODA holds about you.
- Have inaccurate data corrected.
- Prevent the processing of information which may cause you harm or distress .
- Prevent unsolicited marketing.
- Prevent automated decision-making.

For more information on your rights please visit the Information Commissioner's website: www.ico.org.uk

Right to Access Personal Data

As a Data Subject you have a right to request a copy of the information VODA holds about you. This is known as a 'Subject Access Request' (SAR). SARs should be made in writing, if possible, to the Chief Executive, VODA, Queen Alexandra Campus, Hawkeys Lane, North Shields NE29 9BZ. There is usually no charge for this information. However, VODA reserves the right to charge in accordance with the Act a reasonable fee to cover administration costs where the request is manifestly unfounded or excessive, particularly if it is repetitive.

Working for VODA – What we can offer you

VODA operates from the Queen Alexandra Campus - a 6th Form College in North Shields.

The Campus provides free parking for both staff and visitors and there is easy access to Newcastle and the A19.

At VODA we try to create an atmosphere of trust and respect where people feel valued and engaged and where everyone is treated equally. We strive to be a good employer, service provider and neighbour. Among the benefits of working for VODA are...

- **Flexibility:** We are not a 9-to-5 organisation but strongly believe in arranging work patterns around other commitments such as family life.
- **Pay:** We pay our staff at very competitive rates.
- **Pension:** Planning for your long term future is important, and that includes pension provision. Providing you are eligible, VODA contributes a monthly amount into the designated pension scheme.
- **Mileage allowance:** We pay a generous mileage allowance for work-related journeys to help cover the cost of fuel, wear and tear and increased insurance.
- **Holidays:** Full time staff currently get a minimum of 28 days holiday a year, rising by 1 day per year up to a maximum of 33 days. In addition you get all Bank Holidays. Part time staff receive holidays pro rata. These holidays will increase in line with recent changes in legislation.
- **Focus on Employee Development:** We believe that as staff develop, so too does VODA. To encourage this we provide a *Personal Training Budget*, currently £400 per annum, regular *Support and Supervision Sessions* – with the emphasis very much on support - to help staff review their projects and their own needs. At the end of the year we pull everything together in a more formal *Personal Review & Development Session* to help you take stock of what has happened during the previous 12 months, and what you need to do to meet the challenges that lie ahead.
- **Sick Pay Scheme:** We operate a contractual sick pay scheme to help you when you are unwell. It is paid in addition to any Statutory Sick Pay you may be entitled to. The amount of contractual sick pay depends on how long you have worked for us.
- **Health Care Scheme:** Staff are entitled to join our health care scheme operated by BUPA.
- **In-house expertise:** VODA has been around for more than two decades and during that time we have built up expertise in several key areas. The way we work allows you to draw on that expertise, and add your own to it.

- **Unrivalled experience:** VODA is a key player in North Tyneside's voluntary and community sector. You will gain invaluable experience that you can use to further develop your career.
- **Cross-team working:** No one works in isolation at VODA. In addition to being an integral part of your own team you will have the opportunity to work with other teams on common themes, to join task groups, and to have your say on a wide range of issues.
- **Conferences:** We encourage staff to attend conferences that will benefit them, VODA and the community.
- **Policies and procedures:** We have well developed policies and procedures to ensure everyone is treated fairly and problems are handled efficiently and effectively.

In a *Staff Attitude Survey* we asked: “Which one aspect of VODA would you definitely not change and why?” Our staff said...

- Job Freedom. It adds to a relaxed, friendly, supportive working environment
- The trust placed in employees by management. Being trusted and valued increases my motivation to work hard.
- Ethos towards its staff and their well-being. I feel this is excellent.
- Openness of the organisation.
- Relationships and respect between staff.
- The people who are diverse, free spirited, committed to their jobs and have fun along the way makes for an excellent work atmosphere.

Management

Chief Executive	Robin Fry (from 25 October 2018)
Operations Manager	Phil Bagnall
Finance Manager	Mark Thompson
Core Services Manager	Keith Hardy
Programmes & Partnerships Manager	Amy Millar

Teams

Finance

Finance Assistant (Payroll)	Colin Bell
Finance Assistant	Juliana Tan

Core Services

Funding Adviser	Frank Gillender
Information and Communications Worker	Vacant
Volunteering Development Officer	Kim Rackstraw
Volunteering Development Officer	Vacant

Volunteering Programmes

Good Neighbours Project Worker	Ian Brigstock
Social Action Worker	Josie Robinson
Volunteering Adviser (Sector Connector)	Ian Dodds
Volunteering Development Officer (SAINT)	Rebecca Southern
Volunteer Co-ordinator (MOTW STEM)	Neil Burke