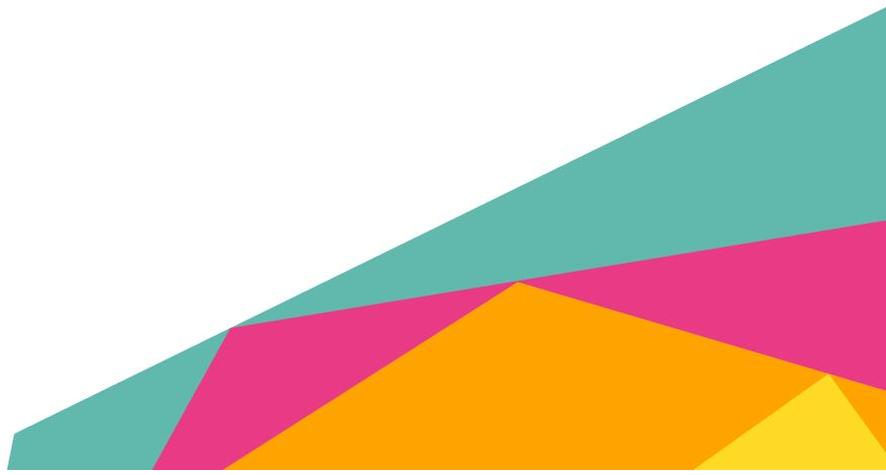




# Helplines Assistant

Advisory Services Department

February 2019



Thank you for your interest in joining thirtyone:eight. We are passionate about creating safer places together, and now is a really exciting time to be joining us as we have seen significant growth in recent years plus a renewed vision for the future.

This information pack should provide all the information you need to help you complete your application. We have two identical positions available; both are part-time (16.5 hours per week) reporting to the Disclosure Service Manager based at our head office in Swanley, Kent.

You should fill in your application carefully, giving all relevant information and in particular, clearly stating the ways in which you meet the requirements outlined in the enclosed job description and person specification.

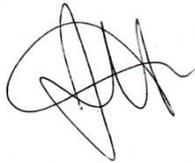
Please make sure you provide relevant and concise examples where possible that support your stated experience and skills. We cannot accept CV's in place of a fully completed application form.

Your application should be completed electronically or posted to us by **26th March 2019, 12pm**. We are unable to accept applications that arrive after this date. Shortlisting will take place on the 27<sup>th</sup> March 2019 and shortlisted candidates will be invited to interview on 4<sup>th</sup> April 2019 at our Head Office in Swanley.

Please email your completed application form to [jobs@thirtyoneeight.org](mailto:jobs@thirtyoneeight.org).

We look forward to receiving your application.

Many thanks.



**Justin Humphreys**  
**Chief Executive (Safeguarding)**



**Steve Ball**  
**Chief Executive (Operations)**

## JOB DESCRIPTION

<b>Post Title:</b>	<b>Helplines Assistant</b>
<b>Directorate/Department:</b>	<b>Safeguarding/Advisory Services</b>
<b>Locations:</b>	<b>Head office, Swanley</b>
<b>Hours of Work:</b>	<b>Part Time – 16.5 hours per week (includes Mondays)</b>
<b>Accountable to:</b>	<b>Disclosures Service Manager</b>
<b>Pay Group/Salary:</b>	<b>Pay Group 7 - £16,000 plus £2744 Southern Weighting (Pro-rata)</b>
<b>DBS Eligibility:</b>	<b>Basic* - See below</b>

\*This position is not deemed to meet eligibility for an 'Enhanced' Disclosure. However, the post-holder will be expected to supply a 'Declaration of Suitability'. A 'Basic' Disclosure Certificate will be required and acceptance of the DBS as a counter signatory (which can be processed via Thirtyone:eight as a DBS Umbrella Organisation) prior to commencement of employment as part of our Safer Recruitment Policy.

### Job Purpose

To assist colleagues within the Safeguarding Directorate (Advisory Services Department) to provide a first-class service to callers concerning disclosure processing and advice and safeguarding policy and practice advice. Ensuring calls to both the disclosure service and safeguarding helpline service are responded to within acceptable standards for time and quality and appropriately routed to either service for assistance.

### Main Responsibilities

- Provide effective services within the Safeguarding Directorate underpinned by Christian values and beliefs and that promote the Christian ethos and purpose of Thirtyone:eight in safeguarding children and adults at risk.
- Provide excellent customer service to callers using the disclosure service and helpline service.
- Ensure that callers receive a timely response to their calls, where they are always referred to the appropriate members of team for advice and guidance where necessary.
- Under the guidance of the Disclosure Service Manager (and Helplines Manager where appropriate), provide clear pathways to callers that identify appropriate sources of information to basic procedural queries
- Processing online and paper disclosure application forms
- Maintaining computer records and generating emails for the provision of both services (disclosure and safeguarding helpline).
- Provide as part of a team, other administrative support as required.

## **Specific Responsibilities**

- Participate in an effective and appropriate triage system operated for callers to the both the disclosure and safeguarding helplines throughout the working week.
- Check and countersign paper and online DBS applications for transmission to the DBS, querying any that need further clarification by phone, text message and email.
- Assist callers to the helplines in being re-routed to other Thirtyone:eight services where this is appropriate and necessary.
- Work closely with other team members assisting them to provide high quality services where staff shortages or other difficulties may be experienced that impact service delivery.
- Undertake basic office skills such as message-taking, filing, photocopying etc
- At all times work within the policies and Code of Practice laid down by the DBS and Thirtyone:eight

## **General Responsibilities**

- Contribute skills and knowledge as part of a staff team and attending staff and other meetings where required.
- Contribute to the development of an inclusive and empowering culture of excellence and effective team working environment within Thirtyone:eight.
- Contribute to and comply with all data protection requirements in accordance with the General Data Protection Regulation 2018 (GDPR), Data Protection Act, 2018, Thirtyone:eight policies and professional guidelines (e.g. confidentiality, information sharing and secure storage/processing of data).
- Participate in staff development and training programmes which aim to enhance individual skills and create opportunities for professional development.
- Participate in the range of other work undertaken by Thirtyone:eight, both directly and in terms of offering support, collaboration and back-up to other staff members where needed.
- Ensure all work undertaken promotes equality and diversity.
- Ensure all work contributes to and underpins the Thirtyone:eight mission, vision and strategic plan
- Ensure that all work supports and promotes the values and ethos of Thirtyone:eight as a Christian organisation seeking to promote safer environments for vulnerable people.
- Under the Health & Safety at Work Act and associated guidance, take adequate care for the health and safety of oneself and other persons who may be affected by acts or omissions to act.
- Undertake any other reasonable duty or task in accordance with the objectives of this post as required by the Disclosure Service Manager (or Helplines Service Manager).

## PERSON SPECIFICATION

<b>Post Title:</b>	<b>Helplines Assistant</b>
<b>Essential Qualifications:</b>	<b>5 GCSE Grades A*-C (or equivalent) including English DBS Basic Disclosure Certificate.</b>

### Essential Personal Characteristics and Qualities

- Honesty
- Integrity
- Openness
- Collaborative
- Solution-focused
- Learning
- Creative
- Fair
- Committed
- Passionate

### Essential Skills and Experience

- Good IT skills -experience of working with Microsoft Office as a minimum

### Essential Knowledge, Motivation and Attributes

- Ability to communicate both verbally and in writing – a consistent excellent telephone manner is required
- Ability to engage with and give confidence to people at all levels across the church spectrum.
- Ability to be self-motivated.
- Ability to work as a team member.
- Thorough in all areas of work – ensuring that the customer/caller and the accuracy of the service provided is a priority.
- Able to deal confidentially with matters of a private and sensitive nature
- Willingness to promote and participate in relevant training and CPD.
- Ability to identify with and accept the aims and objectives of Thirtyone:eight as a Christian safeguarding charity

## Information for Candidates

### About thirtyone:eight

We're an independent Christian charity which helps individuals, organisations, charities, faith and community groups to protect vulnerable people from abuse.

To do this, we provide training, consultancy, disclosures and a 24 hour helpline, making sure everyone is equipped and empowered with the tools they need. We are leading experts in safeguarding, working with government to inform legislation and promoting high standards in safeguarding practice.

Trusted for over 40 years, we work together with a network of thousands of member organisations to make sure that standards for safeguarding are upheld and protected.

### How we work

- We are independent, experts providing a complete safeguarding solution.
- We educate, inform, support and equip churches, faith groups, organisations, individuals and government with the tools they need to protect vulnerable people
- We recognise that's it's only by working together that standards in safeguarding will rise, which is why 'together' is at the core of everything we do.
- We do this because we are Christian, which means we are compelled to care for and protect vulnerable people.

We are members of the Christian Safeguarding Forum (CFS), UK Council for Child Internet Safety (UKCCIS), the Christian Helplines Association and the Evangelical Alliance. We are also a partner agency with NCA/CEOP (the Child Exploitation and Online Protection centre) and a Body in Association with Churches Together in England.

## Our Vision

**Our vision is a world where every child and adult can feel, and be, safe.**

It's a big vision, and it's what drives us because we believe that when a person or organisation shares this vision, transformation takes place, safer places are created and people's lives are impacted for the better.

## Our Mission

We will **equip** society with the knowledge and skills to create safer environments for children and adults at risk.

We will **empower** society to respond appropriately to those who are vulnerable or have experienced abuse.

We will **encourage** society to stand against oppression and exploitation by informing legislation and striving to raise the standards in safeguarding practice.

## Our Values

Our values are what make us tick. They are how we behave and how we communicate. They are what you can expect from us, our DNA.

**Christian:** We are a Christian organisation, who are inspired to 'speak out on behalf of the voiceless, and for the rights of all who are vulnerable' as we believe God told us to. This is the foundational pillar of all our work.

**Thought leader:** We are experts at the forefront of raising safeguarding standards, and we share our knowledge with churches, organisations and the government, as well as the general public.

**Respectful:** We are honest and have strong moral principles. We are transparent and fair in everything we do.

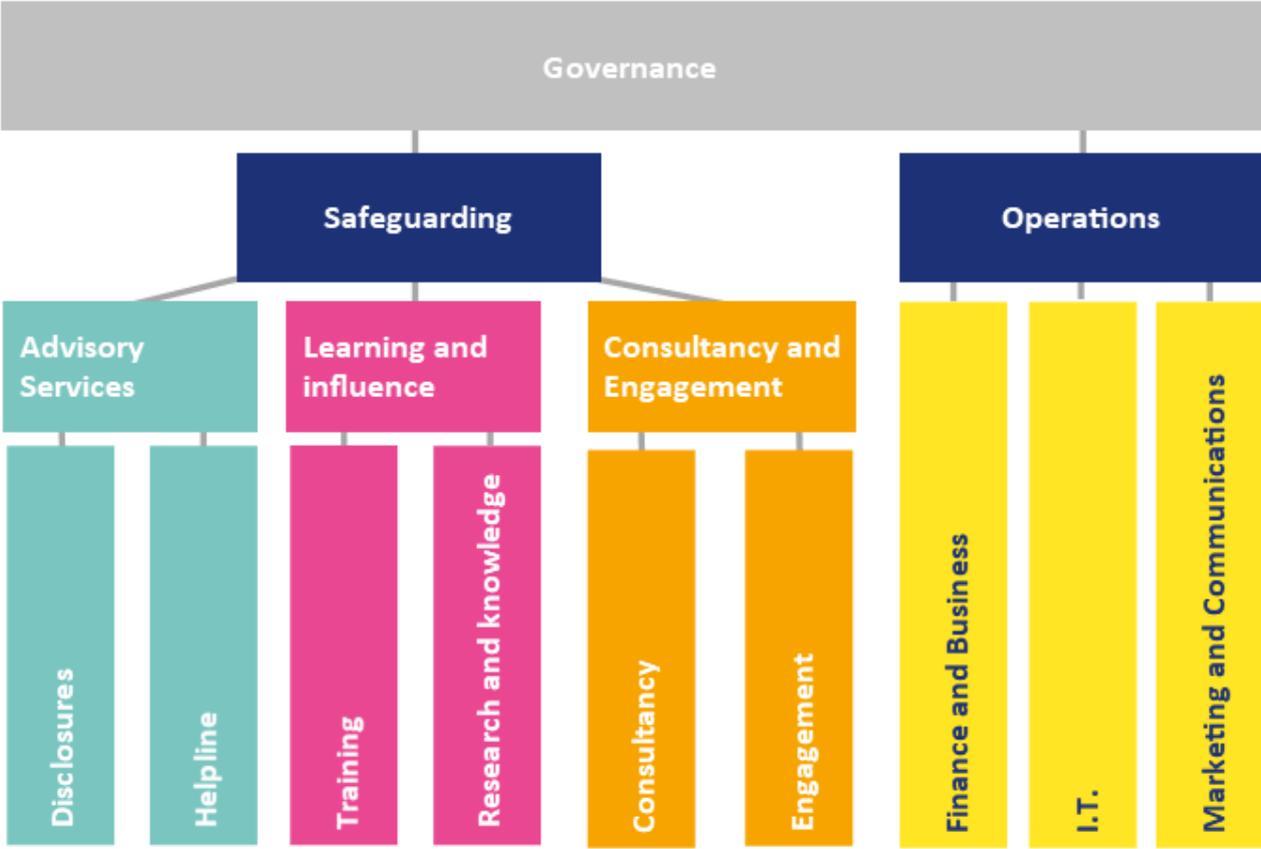
**Empowering:** We want other organisations and groups to grow in knowledge and confidence – that's why we share our knowledge and encourage people to use it.

**Compassionate:** We understand that every person is unique, we value and care for every person who needs our help and treat them accordingly.

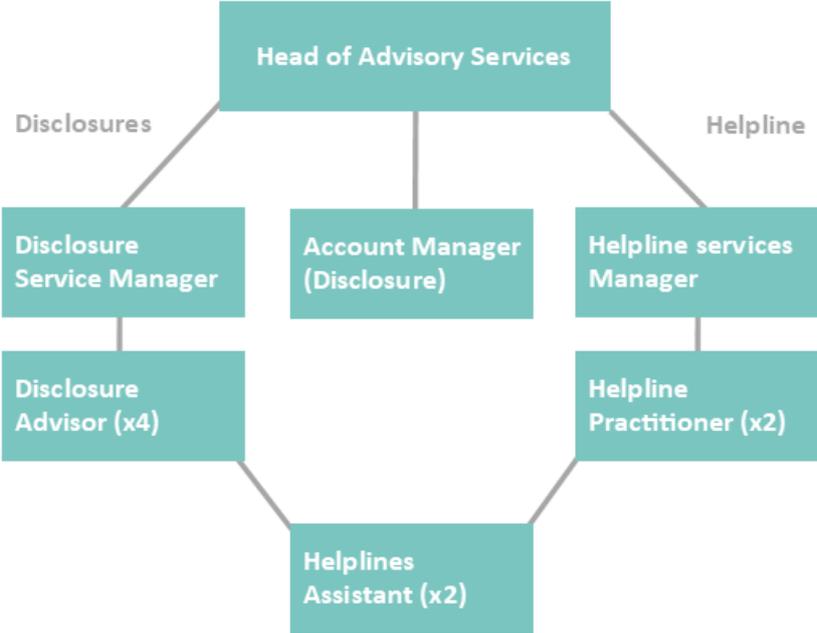
## Our People

Thirtyone:eight is a people focussed organisation. Our people are at the heart of everything that we do. Our teams comprises highly experienced and skilled professionals, all of whom have high levels of expertise that extend across a wide range of professions and backgrounds.

# Organisation structure



# Advisory Services department



## **Our Rewards Package**

Thirtyone:eight offer a comprehensive rewards package, including the following:

### **Salary and Southern Weighting**

Your starting salary (as indicated in the Job Description) will be positioned within an appropriate pay group as shown in the structure chart. Subject to a successful annual appraisal you will be entitled to step-up through the increments in the pay group each year until the maximum level has been reached. All staff working at our head office in Swanley also receive a southern weighting allowance (pro rata for part-time employees).

### **Holiday**

All staff, regardless of position in the organisation, are entitled to 35 days' paid holiday in each holiday year, which runs from 1 January to 31 December which includes statutory and public holidays as a full-time employee (pro rata as a part-time employee).

### **Pension**

You will be automatically enrolled into a qualifying pension under pensions' auto-enrolment rules, after a qualifying period of three (3) months' employment.

### **Health Care**

Thirtyone:eight has a private health care scheme through Benenden Health Care which all staff (along with their family for an additional cost) are entitled to access on successful completion of probation.

### **Supervision and Support**

Informal supervision will happen regularly with your line manager and formal supervision will take place at least quarterly. These focus on you as an individual and not only help us understand how we can help and develop you with your work, but also ensure that we are offering relevant, appropriate support. Where required, additional support can be given by our Staff Support Advisor.

### **Learning and Development**

Through regular supervision and our appraisal system, learning and development opportunities are highlighted. Where possible and appropriate, these are incorporated into personal objectives to ensure that your development needs are being met and also Thirtyone:eight benefits from that additional training. We also operate a volunteer scheme which enables staff to apply to become 'employee volunteers' with other agreed organisations as part of their identified development needs. The scheme will help employees to enhance and develop their skills in a way where their experiences could be a real asset to themselves, as well as the service areas they work in.

### **Flexible Working**

Thirtyone:eight has grown from a small family organisation to the medium-sized charity we are today. We still understand the importance of being at those 'significant events' – especially when your children are young. Where possible, without disrupting the running of the office, will try to accommodate your working hours to ensure that you can be at those red-letter events.