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Role: Young Persons Hub Administrator
Salary: £15,110 – £16,623
Responsible to: Young Persons Hub Team Lead
Hours: 35 hours per week (Monday to Friday)
Location: Buckfastleigh, Devon

Working as a key member of the Young Persons Hub, Young Persons Hub Administrator will provide administrative support to the Coordination Team assisting with administration for both young person referrals and volunteers.

You will support the team to coordinate elements of referrals and volunteering and will include general administration, answering enquiries, data input and the application process for Respite Break Volunteers. A typical day might include, answering general enquiries about referring/applying to volunteer with us, processing child referrals and volunteer application forms, sending birthday cards to children who have attended a break with us, and calling parents before their child arrives to answer any questions they may have.

To be successful you should have strong interpersonal and organisational skills, be able to communicate well with professionals, parents and people of all ages and backgrounds. You will be creative and adaptable as well as being independent and self-motivated. You should be competent using Microsoft Office and Outlook as well as being able to pick-up new systems/databases easily.

Your Personal Data is required for CHICKS to consider your application and will be used to conduct the mandatory statutory checks. CHICKS understands the importance of Personal Data and has the protection of your data as its core. If you would like to read our privacy policy please visit our website www.chicks.org.uk/cookie-privacy-policy and for more information on how we collect and store your data email info@chicks.org.uk.

For an application pack please email: hr@chicks.org.uk or call **01822 811103**

Interviews will be held as applications are received.

JOB DESCRIPTION

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Scope and Purpose:

The Young Persons Administrator is responsible for providing administrative support to the Young Persons Hub assisting with both young person referrals and the volunteer application process. The role encompasses processing daily post and enquiries, maintaining our database (currently Raisers Edge) and the coordination of Respite Break Volunteers.

Main Responsibilities:

- To provide administrative support to the Coordination Team to include minute taking, processing post, maintaining office supplies, taking phone calls, sending letters and emails
- To process all referrals and volunteer applications that come in and importing them to the database, processing volunteer DBS', references and allocating induction sessions
- Liaise with the Coordination Team in the allocation of volunteers to breaks
- To keep up to date with legislation and policy related to volunteering
- To input and maintain data on Raisers Edge database and support the Coordination Team in ensuring records are accurate
- To follow procedures which maintain GDPR compliance
- To handle enquiries from supporters, volunteers, staff and suppliers ensuring a high level of customer care
- To provide advice and information to volunteers and external organisations through face-to-face, telephone and email contact
- To promote break volunteer opportunities both internally and externally, attending meetings where appropriate
- To collate monthly demographic data and support development and distribution of our monthly internal bulletin
- Any other duties related to this role as directed by your Line Manager

- To provide the Chief Executive, SLT and others with any information they require to perform their roles in a timely manner

General Duties:

- To communicate fully and clearly with other Departments and Retreats
- To identify improvements to plans, processes and support learning and development within the team and across the organisation
- To travel throughout the UK and to other CHICKS locations as required to support activities and fulfil objectives
- To work in line with the CHICKS Mission, Vision, and Values at all times, working with others to provide a supportive and responsive environment
- To present a positive image of CHICKS at all times, through every aspect of your work
- To ensure that all CHICKS policies, procedures, and agreed protocols are adhered to
- To participate in Young Persons Hub Team meetings and activities and represent CHICKS at other meetings as agreed
- To respect the rights of individuals by maintaining confidentiality and working in line with GDPR
- To attend training courses as identified and agreed for appropriate development
- To make a commitment to improving CHICKS environmental impact by means of energy saving and recycling in the workplace

Person Specification:

- A self-starter with good organisational skills, the ability to prioritise tasks in a logical manner and maintain effective administration systems
- Able to be flexible and adapt to the changing needs of the team
- Possesses good computer skills with the ability to use MS Office programs
- Previous experience with volunteers is desirable
- Previous experience with databases such as Raisers Edge is desirable
- Possess the ability to apply sound judgement at all times and to think on your feet
- Excellent communicator, both written and oral, and able to communicate effectively and sensitively with a broad range of internal and external stakeholders
- Understands the principles of customer care and providing excellent service
- Excellent attention to detail and to adhere to multiple deadlines, remaining calm under pressure
- Able to work effectively as part of a team and develop supportive relationships with colleagues, providing them with information in a timely manner
- Full Drivers Licence and access to a car is essential
- To understand and appreciate the ethos and operations of CHICKS
- Good humoured and approachable

Health and Safety:

- To undertake regular risk assessments and take any necessary action to avoid potential health and safety hazards
- Having read CHICKS Health and Safety manual, ensure compliance at all times with CHICKS Health and Safety Policies including: accident reporting procedures; fire drills and first aid facilities
- To liaise with the appropriate person on all Health and Safety matters where required

Safeguarding:

- Everyone who works at CHICKS has the responsibility for promoting the safeguarding and welfare of children

Commitment to Safeguarding Children:

- To ensure awareness of the charity's policy and procedures regarding Child Safeguarding
- To become aware of the signs and symptoms of abuse by attending relevant courses
- To report all causes for concern to the Designated Safeguarding Lead or Officer
- To carry out risk assessments that include safeguarding measures for any activities

Why would you want to work with us?

On top of a competitive salary we offer a great working environment that includes free parking and an onsite gym. We offer enhanced annual leave and sick pay provisions with loyalty schemes and always look to develop our team with training opportunities.

CANDIDATE FAIR PROCESSING NOTICE FOR PROSPECTIVE EMPLOYEES OF CHICKS

CHICKS collect data and information about our prospective employees so that we can run effectively as a service provider. We need this information to help meet our purpose of ensuring an effective, compassionate, high-quality care service and to meet our legal and contractual obligations with our employees. This Fair Processing Notice explains what data we process, why we process it, our legal basis, how long we keep it and the rights of prospective employees.

We will always make sure that our prospective employee's information is protected and treated securely. Any information that we process will be held in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and other UK or EU data protection legislation

Our contact details

CHICKS is the trading name of CHICKS Ltd

Company number: 3440794 | Charity registration number: 1090457

Registered address:

CHICKS Moorland Retreat
Brentor
Tavistock
Devon
PL19 0LX

Phone: 01822 811020

Email: info@chicks.org.uk

Our Data Protection Officer is Joanna Foster and she can be contacted at DPO@chicks.org.uk

What data do we process?

In order to employ you, we are required to process the following personal data:

1. Proof of your identity, including a copy of your birth certificate and passport (if any), as evidence of the right to work in the UK (name, date of birth, nationality, NI number, biometric photo, passport number);
2. Name, address, date of birth, hobbies, CV, professional memberships, languages;
3. Documentary evidence of any relevant qualifications;
4. A copy of each reference obtained for you;

5. Health information, disabilities
6. Either—
 - (a) where the certificate is required for the position, an enhanced criminal record certificate; or
 - (b) for all other positions, a criminal record certificate.
7. Details of any criminal offences—
 - (a) of which you have been convicted, including details of any convictions which are spent within the meaning of section 1 of the Rehabilitation of Offenders Act 1974(4) and which may be disclosed by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975(5); or
 - (b) in respect of which you have been cautioned by a constable and which, at the time the caution was given, you admitted it

We collect information about our prospective employees when they apply for employment with CHICKS and we process it on an on-going basis.

Why do we need to process personal data on our prospective employees?

CHICKS need to process personal data about our prospective employees in order to assess your suitability as a candidate and to fulfil our legal obligations.

Our legal basis for processing personal data

By law, we need a legal basis for processing the personal data of an employee. Your submission of your CV or application is with your consent. We will then process the data in your application or CV and the data collected on you during the recruitment process in order to assess your suitability for the position.

By law, we need a legal basis for processing the personal data of a client. We will process your data using the legal basis of consent, legal obligation, vital interests and legitimate interests.

Consent:

Consent is given where we ask you for permission to use your information in a specific way and you agree to this. Where we use your information for a purpose based on consent, you have the right to withdraw consent for this purpose at any time. For example, you apply for a position with us because you wish to.

Legal obligation:

We have a basis to use your personal information where we need to do so to comply with one of our legal or regulatory obligations. For example, we need to check that you have the right to work in the UK.

Legitimate interests:

We have a basis to use your personal information if it is reasonably necessary for us to do so and in our “legitimate interests” (provided that what the information is used for is fair and does not unduly impact your rights).

For example, CHICKS have a legitimate interest to keep your personal data on our systems in order to keep it secure, process it and to provide you with a service.

We only rely on legitimate interests where we have considered any potential impact on you, whether or not our processing is excessive and that our processing does not override your right

Special categories of personal data are data revealing health, race, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information. We will process this type of information about you only if we are required to do so and if we have a specific exemption under the GDPR, which are: your explicit consent or if we are required to do so for employment or social security and social protection law purposes.

*We process the following data because we have a **legal obligation** to do so. We cannot employ person without this data.*

1. Proof of your identity, including a copy of your birth certificate and passport (if any), as evidence of the right to work in the UK (name, date of birth, nationality, biometric photo, passport number);
2. Name, address and date of birth;
3. Either—
 - (a) where the certificate is required for the position, an enhanced criminal record certificate; or
 - (b) for all other positions, a criminal record certificate (the processing is necessary for the purposes of carrying out the obligations and exercising specific rights of CHICKS in the field of social security and social protection law)
4. Details of any criminal offences—
 - (a) of which you have been convicted, including details of any convictions which are spent within the meaning of section 1 of the Rehabilitation of Offenders Act 1974(4) and which may be disclosed by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975(5); or

- (b) in respect of which you have been cautioned by a constable and which, at the time the caution was given, you admitted it (the processing is necessary for the purposes of carrying out the obligations and exercising specific rights of CHICKS in the field of social security and social protection law)

*We process the following personal data due to our **legal obligation** to share it*

1. Government agencies for the criminal record checks
2. Government agencies for the right to work checks, if required

*We process the following personal data with the **explicit consent** of the prospective employee for Equality and Diversity purposes:*

- data revealing racial or ethnic origin, religious or philosophical beliefs or health

*We process the following personal data with the **explicit consent** of the prospective employee, if the prospective employee needs reasonable adjustments in order to attend for an interview:*

- data concerning health

*In the case of any disputes, we will process the following personal data because we have a **legitimate interest** and the processing is necessary for the establishment, exercise or defence of legal claims:*

- all personal data will be shared, as required, with our legal advisors and our insurers

*We will process the following personal data because it is a **legitimate activity** of CHICKS:*

- We hold your CV and all data collected during the recruitment process for six months in the unlikely event of any employment tribunal claims;
- All personal data is stored securely on servers and in the cloud; and
- Images captured by CCTV for the safety and security of our clients, staff and visitors;
- Documentary evidence of any relevant qualifications; and
- A copy of each reference obtained for you.

We will process the following personal data with your consent:

- We will hold your application for six months if you are not successful and wish us to hold your application for any future positions

How long do we hold the personal data of our employees?

We hold all records of an unsuccessful prospective employee for six months in the unlikely event of any employment tribunal claims. We will hold your CV in case of any future positions for six months and only with your consent.

If you are successful, your application will become part of your employee file.

Who do we share prospective employee data with?

We share data, where required, with:

- Government agencies for criminal record and right to work checks;
- Our insurance providers;
- Our legal advisors;
- Our software and cloud service providers.

Data transfers out of the EU or EEA

We do not transfer any personal data of employees out of the EU or EEA.

Rights of prospective employees

Your rights:

You have rights in respect of our processing of your personal data which are:

- To access to your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people)
- To rectify incorrect personal data that we are processing
- To request that we erase your personal data if:
 - o we no longer need it;
 - o if we are processing your personal data by consent and you withdraw that consent;
 - o if we no longer have a legitimate ground to process your personal data; or
 - o we are processing your personal data unlawfully
- To object to our processing if it is by legitimate interest
- To restrict our processing if it was by legitimate interest

- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out automated means

If you want to exercise any of these rights, please contact us.

If you have a concern about the way we are collecting or using your personal data, please raise your concern with us in the first instance. You may also contact the Information Commissioner's Office at <https://ico.org.uk/concern>

