

Application Guidelines and Further Information

1. APPLICATION PACK

Thank you for requesting an application pack for this post. This pack includes the following:

- The advert for the position
- A Job Description, which explains the job role and main duties
- A Person Specification, which details the competencies and experience the successful post holder will need in order to carry out their duties effectively
- YMCA Exeter Ethos Statement, which explains the Christian ethos of YMCA Exeter Group and how this works out in practice.
- Privacy notice for Job applicants, which explains how we collect and process your data as an applicant.
- Equality and Diversity Monitoring form which is an optional form.

An Application Form has been provided within this pack as a **separate Microsoft Word document** to enable you to complete your application on your computer and then e-mail it to office@ymcasouthmolton.org.uk. Alternatively, you may handwrite the application and post it to **Gareth Sorsby, YMCA Exeter, 39-41 St David's Hill, Exeter, EX4 4DA**.

Please note that CVs and similar documents will not be considered when short-listing, but only the information written on the Application Form.

2. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely by YMCA Exeter Group. Information provided will be used solely for the purposes of selection for the post advertised, unless express permission for additional use is sought from the applicant (e.g. if the applicant might be considered for other vacancies). No personal data provided in the course of the application, other than that stored and processed as part of YMCA Exeter Group's monitoring of equal opportunities, will be retained beyond twelve months from the date from which applicants are informed of the outcome of their application, except in the case of the successful candidate. Please also take some time to review the **Privacy notice for Job Applicants** document in this pack

3. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

The YMCA Exeter Group is fully committed to safeguarding children and vulnerable adults. A thorough vetting process will be carried out as part of our appointment process, including verification of any required qualifications, verification of identity, taking of references and, for this post, an enhanced DBS check.

4. Section 5 - RELIGIOUS BELIEFS

The YMCA Exeter Group is an organisation with a clear Christian ethos as set out in our Ethos Statement (see Information Pack). The position for which you are applying states that you are required to have a personal commitment to the Christian faith, and the information which you supply in this section will be taken into account during the selection process. You will be required to uphold the Christian ethos of YMCA Exeter Group and its values in your work.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

5. Section 6 - DECLARATION OF CRIMINAL BACKGROUND INFORMATION

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again within a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 (Exceptions Order) gives some exemptions from the Act, whereby details of 'spent' convictions have to be declared. One of these exemptions is working with children, young people (i.e. under 18 years of age) and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and unspent.

6. Section 9 - DISCLOSURE AND BARRING SERVICE CHECK

The post for which you are applying will bring you into direct contact with children, young people and/or vulnerable adults.

During our recruitment procedure we take steps to assess an applicant's suitability for such a position of trust. It is important that you understand the nature of the checks that we will make, and when we will make them.

If after interview you are made a conditional offer of employment, you will be required to co-operate with YMCA Exeter Group in completing an application for a higher-level disclosure statement from the Disclosure and Barring Service. This disclosure service offers organisations a means to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for the post. Disclosure statements are provided by the Disclosure and Barring Service, an executive agency of the Home Office.

Higher level disclosure statements provide details of a person's criminal record including convictions, cautions, reprimands and warnings; they also contain details from lists held by Government departments of those considered unsuitable for his type of work.

7. EQUALITY AND DIVERSITY QUESTIONNAIRE

Included as a separate document is an Equality and Diversity Monitoring Form. This form is not compulsory, however we would appreciate for you to take the time to complete this form to help us monitor our effectiveness in upholding the principles of equality and diversity to which we are committed. This form is anonymous and will be separated from your application in advance of any assessment being commenced. Should you not wish to complete this form, your application will not be prejudiced in any way.

8. FURTHER INFORMATION

More information about the work of YMCA South Molton can be found on our website (www.ymcasouthmolton.org.uk). If you do have any further questions about the role or the application process before you apply, please contact us via (01392) 410530 or email office@ymcasouthmolton.org.uk.

9. CLOSING DATE FOR APPLICATIONS

All applications should be returned no later than **9am on Monday 20th September 2021**.

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SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

YMCA Centres (South Molton). Registered Office: 39/41 St David's Hill, Exeter, Devon, EX4 4DA.
Registered in England and Wales Company No. 9473987. Registered Charity No. 1165990



YMCA SOUTH MOLTON --- WE'RE RECRUITING!

Customer Service and Admin Facilitator, **£18,500 pro rata, Part-Time (7.5 Hours per week), annual leave & health plan.**

We are looking for a Customer Service and Admin Facilitator to work alongside the Community Development Coordinator in being the initial first point of contact for telephone and email enquiries to YMCA South Molton from centre users, partner organisations, and provide administrative support to the Community Development Coordinator to maximise their effectiveness.

As a Christian organisation, we are inspired and motivated by our faith in Jesus Christ and the hope and love he has given us. The successful candidate will be a committed Christian, able to fully support and promote the ethos of YMCA Exeter and actively take part in the spiritual mission of our work.

In this role, duties will involve updating our social media accounts regularly, assisting people to access the range of services and sessions at the centre, helping people book the centre, record keeping and assisting with report writing.

This role is pivotal in ensuring our service users, stakeholders and partners receive the best possible first impression of the charity. We provide training and support to help you develop your expertise and this role will be subject to an enhanced DBS check.

For further information and an application pack (**no CVs please**), please contact us by emailing office@ymcasouthmolton.org.uk or download a pack from our website at www.ymcasouthmolton.org.uk

Closing date for applications is 9am on Monday 20th September 2021 with interviews taking place the following week.



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WHY WE DO WHAT WE DO

As a local YMCA, we fully support the Vision of the YMCA Federation, which is “of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive.”

As an inclusive Christian charity, YMCA Exeter is:

- Christian:** We are inspired by the example of Jesus Christ, and motivated by our shared experience of God’s love and his transforming work in our own lives
- Inclusive:** We believe that every person is hugely valuable, so ensure our services are welcoming to all wherever possible. We are grateful for the partnership and help of people and organisations who support what we do regardless of whether they share our faith motivation.

Our Vision and Mission

- Our Vision:** is to see communities transformed into places characterised by love, joy, peace and hope where all young people can become everything they were created to be.
- Our Mission:** is to demonstrate Christ’s love through practical service that empowers young people and their communities to flourish.

Our Values

The way we act at YMCA is characterised by five strong and distinctive values that flow from our Christian ethos:

- We seek out:** We actively look for opportunities to make a transformative impact on young lives in the communities where we work, and believe that every person is of equal value.
- We welcome:** We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.
- We inspire:** We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.
- We speak out:** We stand up for young people, speak out on issues that affect their lives, and help them to find confidence in their own voice.
- We serve others:** We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.

Our Principles

At YMCA Exeter, we seek to model our lives and work on Christ’s life and his words, “Love the Lord your God with all your heart, and love your neighbour as yourself.” This means the following principles characterise all we do:

- Faith:** We believe God deeply cares about us, our work and those we serve, so we trust him and prayerfully seek his help in all we do.
- Courage:** We will do all we can in God’s strength, challenging injustice and overcoming obstacles to bring positive change in the communities we serve.
- Excellence:** We will seek to provide the best possible service in every aspect of our work.
- Service:** We want the way we treat our clients and the way we behave towards each other to be characterised by an attitude of compassion and service.
- Integrity:** We are committed to truthfulness, honesty, transparency and accountability in everything we do.

Person Specification Customer Service & Administration Facilitator

(August 2021)

1. PERSONAL QUALITIES

Essential:

- Personal commitment to the Christian faith, and to living out and promoting that faith in the workplace.
- Fully supportive of, and committed to promoting and working in accordance with, the Christian ethos of YMCA as described in the Ethos Statement.
- Committed to seeing the Christian faith expressed through effective and authentic social action, and through prayer for and with staff and service users.
- Utterly trustworthy, particularly with regard to keeping commercial, personal and other sensitive information completely confidential.
- Warm and welcoming manner.
- Self-motivated, enthusiastic, self-disciplined and able to act on own initiative.
- Committed to high professional standards.
- Strong organisational ability and attention to detail.
- Mature outlook and sound judgement.
- Flexible and adaptable.
- Good sense of humour.
- Reliable and punctual.
- Adaptable and able to learn new skills.

2. KNOWLEDGE AND EXPERIENCE

Essential:

- Experience of providing customer focused services.
- Ability to demonstrate key organisational skills both with respect to self and others.
- Experience of using social media.

Desirable:

- Experience of engaging in Christian social action, whether frontline or in a supporting role.
- Experience of planning and implementing new processes.

3. QUALIFICATIONS AND TRAINING

Essential:

- GCSE grade C or above (or equivalent) in Maths and English Language
- Able to demonstrate a commitment to continuous personal and professional development.
- Willing to undertake training as required to attain relevant professional qualification.

Desirable:

- In possession of appropriate IT qualification.

SKILLS

Essential:

- Excellent organisational and time management skills, including ability to prioritise.
- Excellent written communication skills, including excellent spelling and grammar.
- Personable, with excellent interpersonal skills.
- Excellent verbal communication, including excellent telephone manner.
- Capable of utilising Microsoft Outlook, Word and Excel.
- Good numeracy skills.
- Good record keeping skills, with good attention to detail.
- Good team player, able to relate to, listen to, and work positively with a diverse range of personalities.

4. CIRCUMSTANCES

Essential:

- There will be some flexibility with regard to exact hours of work to fit personal circumstances.

Job Description

CUSTOMER SERVICE & ADMIN FACILITATOR

(August 2021)

- 1. JOB TITLE:** CUSTOMER SERVICE & ADMIN FACILITATOR (South Molton)
- 2. RESPONSIBLE TO:** Community Development Coordinator
- 3. JOB PURPOSE:** To work with the community development coordinator to ensure the best possible customer service experience for community groups and centre users, through providing centre booking, social media and admin support, assisting with groups and providing a warm and friendly welcome to anyone who comes through the doors. This role is pivotal in ensuring our service users, stakeholders and partners receive the best possible first impression of the charity.

4. ORGANISATIONAL CONTEXT

The YMCA Exeter Group is a non-contractual grouping of 3 charitable organisations with a common Mission: "To work together with those we serve, particularly young people, demonstrating Christ's love through practical service so that people and communities can flourish". The members of the YMCA Exeter Group are:

- YMCA Exeter Housing – providing safe and supported accommodation (currently 60 homes), principally for homeless young people in and around Exeter;
- YMCA Exeter Community Projects – delivering a range of projects to serve children and young people in the local communities across Exeter and the northern half of Devon. Current projects include Children's and families work, Mentoring Offenders, Youth and Schools' projects, Mental Health and Emotional Wellbeing.
- YMCA Centres (South Molton) – Set up in 2015 to own and manage the former DCC Youth Centre in South Molton, now a YMCA Centre serving the whole community;

These organisations share leadership, central services (finance and central administrative functions), and premises in order to achieve greater effectiveness and efficiency in YMCA operations across the northern half of Devon.

In all that the YMCA Exeter Group does, we seek to serve our service users, partner agencies and the general public in a way that practically demonstrates our clear Christian ethos, as set out in our Ethos Statement. This ethos inspires and informs all that we do as a Group, as member organisations, and as individuals within the organisations.

The post holder is expected to uphold, promote, and live out the Christian ethos of the YMCA Exeter Group, and will be the lead representative of YMCA Exeter in North Devon. Since Christians and Churches are vitally important supporters of our work, donating both finance and volunteering time, developing partnerships with the local Christian community is a key part of this role. It is therefore an occupational

requirement under the terms of the Part 1 of Schedule 9 to the Equality Act 2010 that the post holder has a personal commitment to the Christian faith.

6. MAIN DUTIES

- a) In accordance with the ethos of the organisation, demonstrate the love of Christ to YMCA clients, service users, staff, other agencies and members of the public by personal conduct, by the delivery of a high quality and effective service, by regular prayer within the staff team, and by responding positively to any opportunity that arises to explain the Christian faith and the ethos of the YMCA Exeter Group.
- b) To assist the Community Development Coordinator in the effective running of regular community sessions as agreed.
- c) To provide administrative support to the Team to help maximise its effectiveness. Tasks will include but not be limited to:
 - Assisting with booking enquiries
 - Arranging meetings and ordering stock;
 - Responding to email queries via the YMCA office inbox and assisting with social media accounts.
 - To assist with data entry and reporting as required.
- d) To assist with promoting YMCA events within own social and church circles, to assist in execution of events and Open Days, and to personally participate in some fundraising events as appropriate.
- e) To comply at all times with YMCA policies and procedures and regulatory and legislative requirements.
- f) To carry out any other duties within your capability, as delegated by your line manager.

7. RELATIONSHIPS

The post holder has the following key relationships within the organisation:

Community Development Coordinator: The post holder reports directly to the CDM and works closely with them to deliver the charities aims.

I confirm that I have been given a copy of this Job Description and accept responsibility for the duties described herein.

Signed:

Date:

Privacy Notice – Job Applicants

This document explains how YMCA Exeter Group collects and uses your personal data. This will include your rights relating to the information we collect about you, how we keep your personal information safe, the types of information we collect and use and the legal basis we rely on to use your information.

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for.

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

What is personal data?

Personal data is any information about you, and from which you could be identified. We maintain information about you in paper and electronic form, which is kept within the following departments; Human Resources, Accounts and IT.

What information about you do we collect?

In connection with your application to work with us, we will collect, store, and use the following categories of personal information about you:

Category of Personal Data	Specific Personal Data
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Basic personal information and contact details	Name, address, date of birth, nationality, gender, work restrictions and marital status, telephone number and email addresses. [insert other personal data]
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Recruitment records	Application form, covering letter, employment history, skills/qualifications, professional membership information, Interview notes, Interview assessment/test results, right to work signed identity documentation, Work permit details, employment references received, employment references sent
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Recruitment records	medical condition/disability information, reasonable adjustment, criminal records/DBS data
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How is your information collected?

We will collect this information in a variety of ways. Data will be collected from you through application forms; obtained from your passport or other identity documents such as your driving licence and through interviews and assessments.

We will also collect this information from:

- Disclosure and Barring Service in respect of criminal convictions.
- Your named referees, from whom we collect your employment history and, in the case of a personal reference, opinions about your suitability for the role

Why do we need to collect and use your personal information?

Whilst at this stage no contractual agreement exists between us and you, you have asked us to process your personal data with a view to entering into a contract with us. There is therefore a contractual need and, in some cases a legitimate interest, in processing candidate's personal data during the recruitment process which is to assess and confirm a candidate's suitability for employment, decide to whom to offer a job and manage the recruitment process.

It may also be necessary to process data from job applicants to comply with legal or regulatory requirements. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

How do we use particularly sensitive personal information?

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities). We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.

Information about Criminal Convictions

For some roles, we are obliged to seek information about criminal convictions and offences. Where we seek this information, we do so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

Data Retention - How long will we use your information for?

We will retain your personal information for a period of 6 months after we have communicated to you our decision about whether to appoint you. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will contact you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

Your rights as a Data Subject

As a data subject, you have a number of rights. You can:

1. access and obtain a copy of your data on request;

2. require us to change incorrect or incomplete data we hold about you;
3. require us to delete or stop processing your data where there is no good reason for us to continue to process it
4. object to the processing of your data where we are relying on a legitimate interest as the legal ground for processing; and
5. ask the organisation to stop processing data for a period if data is inaccurate or you want us to establish the reason for processing it.
6. Request the transfer of your personal information to another party.

If you would like to exercise any of these rights, please contact Gareth Sorsby on office@ymcasouthmolton.org.uk. You can make a subject access request by completing the organisation's form for making a subject access request.

Who will have access to your information?

Your information may be shared internally for the purposes of the recruitment exercise. This includes being shared with HR, the recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

Who will we share your information with?

The company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. We will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks, the Disclosure and Barring Service to obtain necessary criminal records checks.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data Security - How do we protect your data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

What if you do not provide any personal data?

You are under no statutory or contractual obligation to provide data to the company during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Responsibility for Data Protection

The Company has appointed Gareth Sorsby as the Nominated Persons being responsible for data protection. They can be contacted at office@ymcasouthmolton.org.uk. If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

Further Information

If you have any questions about this privacy notice or how we handle your personal information, please contact the nominated persons responsible for data protection.