



First Step Leicester Leicestershire and Rutland

CIO Registration No. 1165062

RECRUITMENT INFORMATION PACK
FOR THE ROLE OF
SERVICE ADMINISTRATOR & FINANCE OFFICER

Recruitment Timetable

- Wednesday 31 January 2024 Recruitment Opens
- Monday 26 February 2024 Applications Close
- Thursday 7 March 2024 Interviews

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www.firststepleicester.org.uk



Welcome

Thank you for your interest in joining the First Step team.

This document provides an overview of the organisation, what it stands for and how it operates. It is by no means exhaustive, and we welcome the opportunity to speak to interested candidates to answer questions and provide further details about the organisation.

Our History

First Step is an established and well-respected charity supporting male-identified and non-binary persons aged 13 years and above who are survivors of sexual violence and abuse.

Based in Leicester city centre, the charity was formed in 1997 by two survivors of childhood sexual abuse (CSA) who recognised that as a society we needed to break the silence, shame and stigma surrounding the sexual abuse of men and boys and provide specialist gender sensitive support.

It has since grown to a team of around 35 people including committed volunteers, counsellors, and a core team of 3 permanent staff members. The Service Administrator & Finance Officer is a new role, taking our permanent staff count to 4. The charity is governed by a supportive and informed Board of Trustees who bring a blend of diverse experience from the voluntary, statutory and business sectors.

Having celebrated our 25th Anniversary in 2022, the past year has been a period of reflection and forward planning for what comes next for First Step. The outcome has been to define and embrace a positive plan for development, which includes a restructure of the organisation to prepare the groundwork for growth in services. This will result in the addition of two permanent posts being created within the organisation, including the Service Administrator & Finance Officer.

This is an exciting time for First Step – we have a positive outlook for the future, underpinned by a proven track record of delivering excellence, which is recognised through our re-accreditation to the Male Survivors Partnership quality standards in 2023.

We are looking forward to welcoming new members into the First Step family as we open up the next chapter in our story.

Why we exist

First Step is one of only a handful of specialist charities nationally that solely support men and boys who have experienced childhood sexual abuse and sexual violence.

Despite the increased media attention on men and boys as victims and survivors of sexual violence and abuse, there is still a lack of research, data and indeed specialist services that focus on the needs of men.

In 2020 the Office for National Statistics estimated that 5% of the male population had experienced childhood sexual abuse or sexual assault as an adult, although this is likely to be an underestimate. Research by Mankind UK highlighted that 42% (1in6.uk, 2021) of men have experienced at least one form of unwanted sexual contact in their lives.

We estimate that based on these figures approximately 28,000 men and boys in Leicester, Leicestershire & Rutland will have experienced sexual abuse, assault and rape at some point in their

lifetime. That is why we exist, and why we want to develop our services further to reach as many men and boys as we can.

What we do

First Step offers a range of services to ensure that men and boys who have experienced sexual abuse can access the support they need to heal from their experiences.

Our services include emotional and practical support, counselling for adults and young people, survivor support and participation groups, a specialist prison counselling service and support for secondary survivors. In 2022/23 First Step supported 250 men and boys and their supporters.

We are fully inclusive, trauma-informed and encourage survivor participation in helping to develop and deliver support to our service users.

We are funded through a variety of charity grants from a range of funders including The Big Lottery, Ministry of Justice, Henry Smith Foundation, Lloyds Bank Foundation and other small trusts and foundations that understand and appreciate the work we do.

Our Culture

Our vision is for a world where survivors of sexual abuse are empowered to live life as they choose, where their experiences no longer define who they are and who they can become.

Our mission is to create a world in which survivors can talk freely about abuse without fear, pressure or judgement; a place where male survivors, alongside secondary survivors and supporters, can readily access the help they need.

We aim to give survivors a sense of hope and opportunity for their futures and connect them with a supportive community that is open, welcoming and understanding of their experiences. We achieve this by providing an environment that is accessible, kind, safe, free, confidential, and respectful.

We are a small organisation that relies on individuals who want to make a positive difference in people's lives. Working as a team, both within and outside of the main office environment, we look out for each other and maintain a family-like culture, whilst ensuring the roles and responsibilities of each and every team member are recognised and respected.

Our Values

We are inspired by an ethical vision and commitment to achieve positive outcomes for service users. Our core values that reflect our culture and ethos, the guiding principles set out why the charity exists, how it operates and what makes it unique.

Value	Definition	In Action
Compassion	Stand alongside our clients, listening patiently and carefully to their stories, understand their challenges and help to address their needs	The support and care is there for the volunteers. I really felt nurtured and held. Having that feeling means I can do the same for somebody else. <i>First Step volunteer counsellor</i>
Empowerment	Inspire clients that life can improve, help build self-esteem and provide opportunities for them to take control of their lives and move forward	I now understand the effect things which happened to me in my childhood has had on my adult life. In understanding that those things were not my fault, I have come to feel more empowered in taking control of my own destiny. <i>First Step service user</i>
Non-Judgemental	Never judge a person or their actions but support the individual, being open and honest in all our dealings	At First Step it's programmed into the DNA to be understanding and accepting. Right off the bat I felt like I was with people who wanted to help me. I've never experienced that before. <i>First Step service user</i>
Professionalism	Provide quality services in a safe and secure environment, be respectful and maintain the highest levels of integrity at all times	Respecting everyone's humanity, without naïveté. It's not being everyone's best mate, but respect and kindness. There's great respect for each person, clients and volunteers. Clients really value that. You are not a client you're a person. <i>First Step service user</i>
Teamwork	Listen to each other, recognising each other's strengths and weaknesses, supporting and developing colleagues	The Service puts the client at the centre, and I am always blown away by their standard of service, professionalism and care. <i>First Step referral partner</i>
Inclusivity	Overcome barriers and embrace differences among clients and colleagues, building trust and confidence that will enhance our services	I felt sick when I made the appointment and almost expected rejection. I am a man now but the abuse happened when I was a girl aged eight. I expected it to feel awkward to explain but she never flinched at anything I said. It was so calm and suddenly I was just me. I knew I could do it with First Step's help. <i>First Step service user</i>

What the job entails

This role offers the opportunity to make a positive difference in the lives of others.

The Service Administrator & Finance Officer is responsible for providing essential administrative support to all areas of service delivery. This will include providing reception cover during working hours, and be the first point of contact for volunteers, sessional staff and clients. The post-holder will also be responsible for day to day financial management tasks to ensure the smooth running of the organisation.

The post-holder will work in close collaboration with their colleagues delivering our therapeutic services, in particular the Counselling Services and the Emotional Support Service, including day to day administrative support to the Clinical Coordinator. They will report to the Operations Manager who has overall responsibility for all operational service delivery.

As with any small charity, there will be challenges to overcome to ensure the smooth running and sustainability of service delivery. However, these challenges can also be rewarding, as they require creativity, innovation, and resilience.

The position offers the chance to use your skills, experience, and passion to create social impact and change.

Benefits of working at First Step

- Flexible working (subject to agreement).
- 28 days paid annual leave, plus public and bank holidays (pro rata for part-time employees).
- Access to contributory Pension scheme
- Access to learning and development opportunities.
- Regular paid clinical supervision.

Want to know more?

If you would like to learn more about First Step or have any questions about the role, please contact Caroline Freeman, CEO via email to arrange a suitable time to call: caroline@firststepleicester.org.uk.

Applying for the Post.

To apply for the role please complete the application form and equal opportunities form and email to Mark Evans, Chair of the Board of Trustees at First Step mark@firststepleicester.org.uk no later than 12 noon on Monday 26th February 2024.

Job Description and Person Specification

Job Role:	Service Administrator and Finance Officer
Pay:	£23,000 FTE (pro rata)
Hours of work:	30 hours per week (0.8 of FTE)
Leave:	168 hours per annum (excluding bank holidays) (0.8 of FTE)
Accountability:	Reporting to the Operations Manager with day-to-day operational support to the Clinical Coordinator
Location:	Alliance House, 6 Bishop Street, Leicester, LE1 6AF
Contract:	Subject to a satisfactory Enhanced DBS check, satisfactory references and successful completion of 6-month probationary period.

Purpose of the role:

The Service Administrator and Finance Officer will work as a key member within the First Step Team, providing essential administrative support to all areas of service delivery. This will include providing reception cover during working hours, and be the first point of contact for volunteers, sessional staff and clients. The post-holder will also be responsible for day financial management tasks to ensure the smooth running of the organisation.

The post-holder will work in close collaboration with their colleagues delivering our therapeutic services, in particular the Counselling Services and the Emotional Support Service, including day to day administrative support to the Clinical Coordinator.

They will report to the Operations Manager who has overall responsibility for all operational service delivery.

MAIN DUTIES AND RESPONSIBILITIES

Reception & Office Management

- Run the reception area, providing appropriate support to all clients and visitors to the building, to create a warm and welcoming environment.
- Ensure the reception area is kept clean and stocked with client resources and refreshments.
- Receive and respond to telephone calls, emails and letters, addressing routine/logistic issues that fall within the role, and forwarding broader enquiries to the relevant member of staff.
- Ensure that all resources required to run the office are kept well-stocked and submit orders to suppliers.

Supporting Service Delivery

- Provide regular reception duties, ensuring that all clients are warmly welcomed and offered refreshments on arrival.
- Receive and respond to new client referrals and contact the referrer to pursue any missing client information.
- As directed by the Clinical Coordinator, arrange client assessment appointments, contacting the client using their preferred method (as indicated on the referral form).
- As directed by the Clinical Coordinator, ensure that all appropriate client information is made available to the therapist allocated to work with the client.
- As directed by the Clinical Coordinator, provide clients with signposting information, and make referrals to external services.
- Ensure all client data (e.g. referral information, therapy session records) are recorded on the organisation's database, and any paper documents are uploaded and then destroyed. Ensure electronic and paper records are maintained accurately and securely, in line with the organisation's data protection, confidentiality and GDPR policies.
- Be the first point of contact for new clients, ensuring that they are kept up-to-date with key information (such as waiting times).
- Be the primary point of contact for all clients, staff and volunteers in relation to day-to-day queries, dealing with routine/logistical issues when possible, and referring all other issues to the relevant member of staff.
- Ensure that any issues shared by clients, staff or volunteers related to a clinical or safeguarding issue are immediately referred to the Clinical Coordinator and/or Operations Manager.
- As directed by the Clinical Coordinator take relevant actions related to safeguarding concerns, ensuring that detailed records are maintained on the organisation's database, in line with all relevant policies and protocols.
- Ensure that all monitoring and evaluation questionnaires and tools are distributed to clients and therapeutic staff, entering completed questionnaires on the database if needed.
- In collaboration with the Clinical Coordinator, compile and analyse client and service implementation data.

Supporting Volunteers and Sessional Staff

- Create and maintain volunteer and sessional staff records on the database, (including their contact details, demographic information, qualifications, DBS status and date of renewal, working availability and preferences) in line with all relevant policies and procedures.
- As directed by the Clinical Coordinator, assist in processes related to the recruitment, induction and training of new trainee counsellors (arranging interview appointments, pursuing references, arranging induction and training sessions).
- As directed by the Clinical Coordinator, source and provide staff and volunteers with relevant resources needed to deliver their work.
- Maintain records of local groups and agencies, relevant for signposting and referring

Finance

- Maintain existing financial systems including petty cash, expenses, mileage claims, income & expenditure records, donations register, remittances, process all payments through cashflow and monthly bank reconciliation.
- Inputting of all accurate payment, supplier, customer and receipt information onto electronic financial management systems in order to monitor cash flow.
- Assist with routine requests and correspondence enquiries with regards to finance for both internal and external stakeholders.
- Log and submit all claims to appropriate funding body (across multiple funders) and maintain all relevant paperwork in good order.
- Provide the Senior Management Team and Trustees with monthly/quarterly/annual and ad hoc financial reports when requested and attend meetings when required.
- Escalate financial risks/matters to Senior Management Team as and when identified.
- Assist with project financial related work as required.
- Carry out all general banking duties including production of payment schedules and processing of all payments through internet banking.
- Responsibility for the pension scheme online processes, including enrolling new members and reporting any changes when required.
- Liaise with our pension provider.
- Prepare salary schedules and liaise with payroll provider for the preparation of salaries including monitoring holiday and maternity pay for all staff.
- Prepare all year end work for the independent examination.
- Ensure adequate controls are in place and financial policies are adhered to.
- Contribute towards the development and implementation of the financial strategy to ensure long term viability of the organisation.

Ways of Working

- Build and maintain relationships with clients, staff and volunteers based on mutual respect, compassion and honesty.
- Empower and involve clients, staff and volunteers as much as possible in decisions that affect them.
- Respond to telephone or email enquiries promptly.
- Work in close collaboration with colleagues, sharing information and offering support as appropriate and required.

Learning and Development

- Actively engage in team and supervision sessions, sharing any issues or concerns with the appropriate member of staff promptly.
- Identify own learning needs and participate in planned learning opportunities as required.
- Coordinate and organise internal training/CPD sessions for other staff members and/or volunteers as required.
- Contribute to the ongoing development of the organisation by actively participating in team meetings, development days, and consultation activities as required.

Other Responsibilities

- Contribute to ensuring that the working environment meets health and safety requirements, raising any concerns with the Operations Manager promptly.
- Contribute to the opening/closing of the building, maintaining security, as required.
- Conduct any other task that is commensurate with the role according to service delivery requirements.

PERSON SPECIFICATION
Service Administrator & Finance Officer

Criteria	Essential	Desirable	Evidence
Education & Qualifications			
Minimum of GCSE Grade C or above in English and Maths	Y		Application
A degree or equivalent work experience.		Y	Application
An accounting qualification, e.g. Accounting & Administration Technician (AAT) or working towards one.		Y	Application
Work Experience			
A minimum of two years work experience in bookkeeping and financial records	Y		Application & Interview
Working with multiple funding streams	Y		Application & Interview
Compiling, submitting, and interpreting financial reports	Y		Application & Interview
Experience of preparing documentation required for independent examination	Y		Application & Interview
Experience of providing administrative support to a small sized team	Y		Application & Interview
Experience of preparing financial report, forecasts, cash flows and budgets	Y		Application & Interview
Experience of direct client engagement or customer service	Y		Application & Interview
Experience of working for a Charity and/or Limited Company	Y		Application & Interview
Experience of reception work	Y		Application & Interview
Experience of computerised accounting systems e.g. SAGE/Quickbooks		Y	Application & Interview
Experience of data recording and monitoring using case management systems.		Y	Application & Interview

Criteria	Essential	Desirable	Evidence
Knowledge, Skills & Abilities			
Proficiency in working with Microsoft Packages including Word, Excel and Outlook	Y		Application & Interview
Accuracy in reporting detailed financial information	Y		Application & Interview
Ability to work as part of a team as well as on own initiative	Y		Application & Interview
Confidence in liaising with external organisations	Y		Application & Interview
Ability to work under pressure, plan and prioritise own workload, manage competing tasks and meet deadlines	Y		Application & Interview
Excellent communication skills- both verbal & written	Y		Application & Interview
Ability to maintain effective office systems including diary management, completing records and IT systems.	Y		Application & Interview
Experience of liaising with vulnerable and or complex clients		Y	Application & Interview
Understanding of trauma informed practice.		Y	Application & Interview
Personal Qualities, Attitudes & Presentation			
Commitment to equal opportunities.	Y		Interview
Commitment to the values and mission of First Step.	Y		Interview
Reliable, trustworthy and empathic	Y		Interview
Ability to be sensitive and discrete in handling highly sensitive and confidential personal data	Y		Interview
Additional Job Requirements			
DBS Disclosure at enhanced level will be required prior to any offer of employment.	Y		Interview
This post requires some evening work	Y		Interview