



# Candidate Information Application Pack

**BVCC Receptionist & Administration  
Assistant  
(Ref: 276)**

## Welcome

Dear Applicant,

Thank you for your interest in Health for All and the post of **Receptionist & Administration Assistant (Ref: 276)**.

Health for All is a charity created to meet the needs of people in Leeds and continues to respond to the changing needs of individuals and communities in Leeds and beyond. We provide a wide range of health-related activities for people unable to access mainstream services. Our services improve the quality of life for all generations.

Our mission is to enable the poorest and most vulnerable communities to overcome the challenges of health and social inequality. Our grassroots approach invests in safe, welcoming community spaces, tailored services built around communities in need, instilling confidence and equipping people with the skills to live happy, healthy lives.

Health for All's vision is health and wellbeing for all, a society free from inequality, poverty and isolation. We have supported individuals and families for over 32 years, with the clear aim of actively redressing health inequalities, tackling its root causes.

Health for all works with people of all ages, from birth to later years. We support individuals, families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects including : giving a child the best start in life; delivering energetic enjoyable activities for children; channeling young people's idealism and energy into positive action; improving mental health through building quality relationships; providing access to volunteering; caring and connecting in times of crisis and enabling older people to retain independence and thrive.

The closing date for applications is: **Monday 25<sup>th</sup> March 2024 at 12 noon.**

All applications must be returned to [recruitment@healthforall.org.uk](mailto:recruitment@healthforall.org.uk)

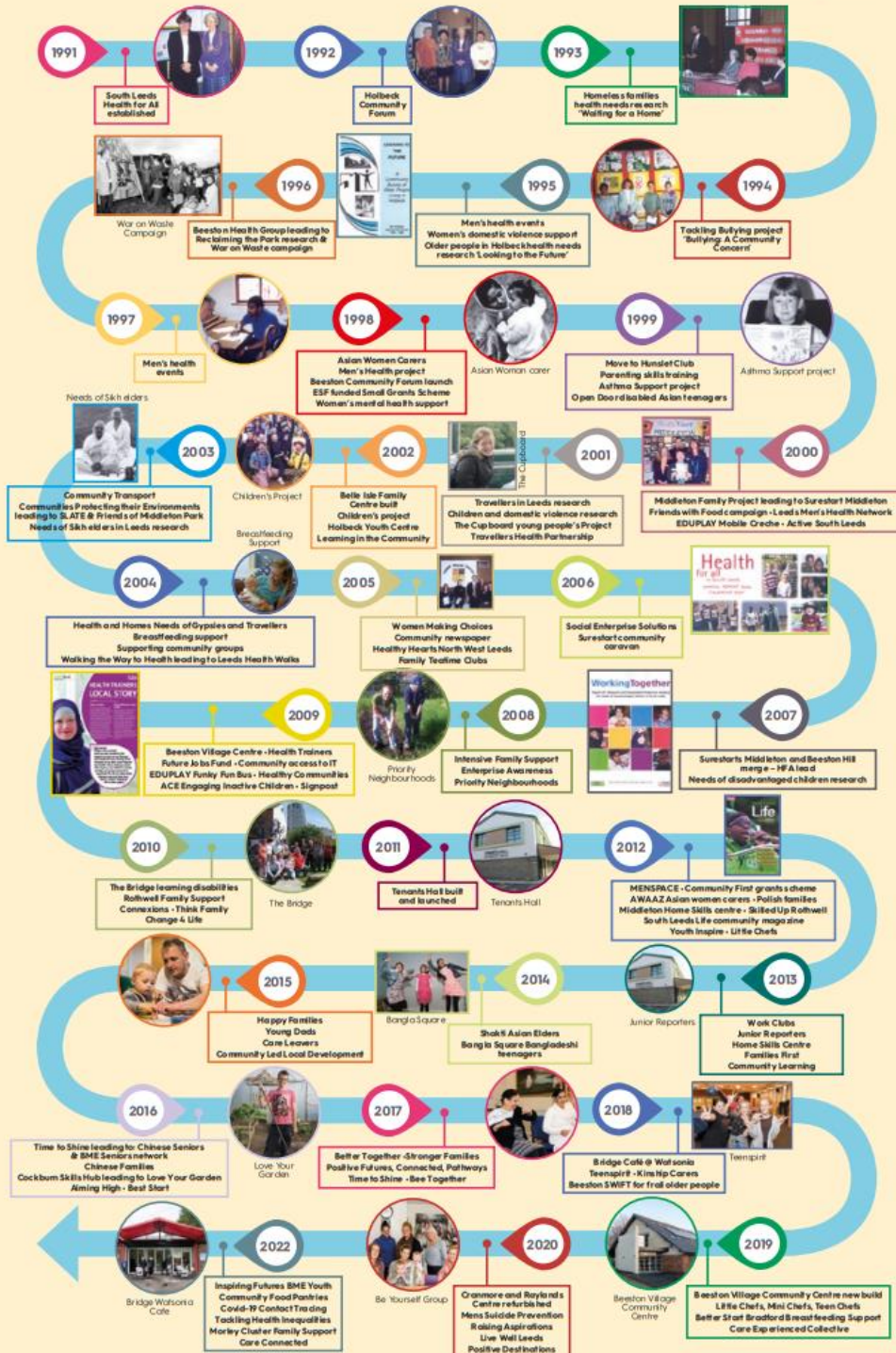
We hope this pack gives you an insight into Health for All and the role of Receptionist & Administration Assistant. To find out more about the work we do please visit our website: [www.healthforall.org.uk](http://www.healthforall.org.uk)

Good luck in your application and we look forward to receiving it.

Kind Regards

Victoria Standish  
Human Resources Manager

# Health for All 1991-2022



## Health for All – About Us

In 1991 south Leeds Health for All was set up with current CEO Pat McGeever appointed as a worker to engage and learn from the many diverse communities in the local area about the issues affecting their lives and, as a result, their health. This fact-finding mission led to the identification of issues and subsequent research into homelessness, a lack of support for low-income, pre-school families, isolation of older people and bullying of young people.

In 1996, Health for All became a charity and grew from our starting base in a small attic office in Beeston into our current headquarters in Tenants Hall and five additional local Community and Family centres.

Year after year, our ability to deliver more support to diverse groups has grown and now, we're proud to have facilitated the launch and success of over 70 thriving local self-help and community groups stretching across south Leeds, into areas of west, east and north Leeds, and Bradford.

It is through the support of funders we are able to continue providing vital projects and services. We are funded by grants, contracts and donations and it's only through the continued support of both existing and new funders that we can keep delivering our services. Our heartfelt thanks to our past and present funders.

Health for All improves the health and wellbeing of children, young people, adults and older people through a range of accessible, innovative services.

We have supported families for over 20 years, in the belief that children deserve the best start in life. Many parents face multiple challenges, including poverty, poor health or housing, domestic violence, disability. We use a 'whole family approach', delivering tailored support to children, young people and parents/carers. We support families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects.

We are privileged to have worked with people with learning disabilities for over 20 years, since running a weekly confidence building and activity group in south Leeds. Our ethos is that each individual is unique and has immense potential, our role being to help them discover and develop their innate skills and talents.

To find out more about Health for All and the work we do please visit our website:  
**[www.healthforall.org.uk](http://www.healthforall.org.uk)**

## Receptionist & Administration Assistant (Ref: 276)

***Are you an enthusiastic, friendly and approachable individual?***

***Can you build good relationships with colleagues, visitors and general public?***

***Can you demonstrate a good working knowledge of IT?***

***If so, we would love you to come and join our core team at Beeston Village Community Centre in South Leeds***

You will be first point of contact for all staff, tenants and visitors to Beeston Village Community Centre, providing a welcoming atmosphere whilst also undertaking general reception and administration duties. Working closely with the Centre Coordinator and caretakers.

The role will involve answering incoming telephone calls, welcoming and answering queries from visitors to the centre. Ensuring room hire bookings are dealt with smoothly and efficiently. Setting up rooms for meetings and events ensuring these are set up to a high standard.

We are looking for someone who has the flexibility to work Monday to Friday (exact days and hours to be agreed on appointment). Occasional evening cover will be required as per the needs of the service.

**Days/Hours: 15 hrs per week, with flexibility for late afternoon / evening cover (Exact dates to be confirmed on appointment)**

**Salary: Meets National Living Wage**

**Closing Date for applications: Monday 25<sup>th</sup> March 2024 12 noon**

**Interviews: Week Commencing Monday 1<sup>st</sup> April 2024**

We are committed to safeguarding children, young people and vulnerable adults and the successful applicant will be subject to a DBS check.

**To apply for this vacancy please visit our website [www.healthforall.org.uk](http://www.healthforall.org.uk) and download the application pack, if you would like to know more about this role please contact the HR department to discuss 01132706903.**

## **BVCC Receptionist and Administration Assistant**

<b>SALARY</b>	<b>Meets National Minimum Wage</b>
<b>HOURS</b>	<b>15 hours per week Monday to Friday</b>
<b>OFFICE BASE</b>	<b>Beeston Village Community Centre (BVCC) Beeston, Leeds</b>
<b>REPORTS TO</b>	<b>BVCC Centre Co-ordinator</b>

### **MAIN PURPOSE OF POST**

- To be first point of contact for all staff, community groups and visitors to Beeston Village Community Centre (BVCC) providing a welcoming atmosphere and delivering a high level of reception and administration duties.
- To assist in all aspects of the operation of the centre ensuring smooth and efficient running of the centre.
- To work with other staff members to ensure the community centre activity rooms are set up and cleared away efficiently.
- To ensure administrative duties for room bookings are carried out smoothly and efficiently.
- To operate in line with Health for All values showing commitment and a positive attitude to the post and Health for All objectives.

### **DUTIES**

- To provide a quality welcoming reception service at BVCC to all clients, groups and visitors.
- To answer all calls in a timely and professional manner, taking messages when needed.
- To assist with all face to face enquiries in a friendly and welcoming manner.
- To monitor and order resources, stationery and equipment as required, ensuring adequate stocks are maintained.

- To ensure the reception area and meeting rooms are kept tidy and welcoming at all times. Ensuring noticeboards are kept up to date along with all publications including leaflets.
- To update the booking system with new bookings advising the appropriate teams within Health for All including finance for invoicing.
- To print off the weekly rotas for the caretakers to ensure rooms are set up correctly.
- To support the food Pantry with putting away the deliveries, serving customers, checking fridge/freezer temperatures, setting up, booking slots and completing paper work.
- To take minutes and notes at team meetings as required.
- To support the BVCC centre staff with photocopying and printing including but not limited to; leaflets, publicity, promotion and social media (as required).
- To take any messages for any referrals for teams based at BVCC making follow up phone calls as advised by the line manager.
- To maintain records for time keeping and sign-in register, ensuring staff send time sheets in a timely manner for the team, ensuring up to date time sheets are recorded correctly.
- To coordinate post duties including incoming and outgoing mail, obtaining stamps, and keeping appropriate records.
- To be aware of security within the building, ensuring necessary settings are set at all times,
- To open and close the centre (when required) ensuring all alarms are set as necessary.
- To assist with Health for All events at BVCC and others centres as necessary.
- To assist with other duties such as ordering lunch/buffets, sourcing quotations, reporting any maintenance issues, occasional errands i.e. milk, birthday cards, cleaning materials.
- To undertake any further tasks required to further the aims and objectives of the organisation.
- To carry out the duties of the post with regard to Health for All's Equal Opportunities and other policies.

## Health for All – Person Specification – Receptionist & Administration Assistant

	<b>Essential</b>	<b>Desirable</b>	<b>Shown by</b>
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Good general level of education. Grade C or above GCSE in Maths and English (or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in Administration ( or equivalent experience)</li> </ul>	Application Form & Interview
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good organisational skills.</li> <li>• Good customer service skills and friendly</li> <li>• Excellent communication, interpersonal and literacy skills.</li> <li>• Excellent computer skills and understanding of social media.</li> </ul>		Application Form & Interview
<b>Ability</b>	<ul style="list-style-type: none"> <li>• Ability to maintain office filing systems, record keeping and controls.</li> <li>• Ability to work with a wide range of individuals.</li> <li>• Ability to work well in a team.</li> <li>• Ability to prioritise own workload.</li> <li>• Ability to use Microsoft Office including Word and Excel.</li> <li>• Ability to work under pressure to strict deadlines.</li> <li>• Ability to handle sensitive and confidential information and issues appropriately.</li> </ul>		Application Form & Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment.</li> <li>• Experience of establishing and maintaining effective office systems.</li> <li>• Experience of supporting staff with diverse skills regarding admin duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of working in the voluntary sector</li> </ul>	Application Form & Interview



<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of Microsoft Office packages including email and internet.</li> <li>• Knowledge of general office practices.</li> </ul>		Application Form & Interview
<b>Attitudes and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Non-judgemental approach.</li> <li>• Commitment to working in ways which challenge discrimination.</li> <li>• Flexible and adaptable way of working</li> <li>• Reliable &amp; trustworthy</li> <li>• Commitment to the role</li> </ul>		Application Form & Interview

## Health for All – Right to work in the UK

In order to comply with the Right to Work in the UK requirements and to confirm your eligibility to work in the UK you will be required to produce one or more of a statutory list of documents.

It is a criminal offence to employ anyone who is not entitled to live or work in the United Kingdom. Applicants can expect us to ask for proof of this at interview stage, where you will be asked to provide some original documentation to confirm that you are eligible to work within the UK.

A photocopy will be taken of the documentation before your interview and will be destroyed in the event that you are unsuccessful in your application. If you are appointed the photocopy of the document confirming your identity will be placed on your personal file.

If you are invited to interview you will need to bring with you ID to prove you are eligible to work in the UK a full list will be sent with the invite to interview letter.

The original document will be returned to you as soon as soon as it has been photocopied.

## Documents to be provided to prove the right to work in the UK

### List A:

1. A passport (current or expired) showing the holder is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or passport card (in either case, whether current or expired) showing that the holder is an Irish citizen.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted unlimited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
4. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
5. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
6. A birth or adoption certificate issued in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
7. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.
8. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

### List B Group 1

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man, which has been verified as valid by the Home Office Employer Checking Service, showing that the holder has been granted limited leave to enter or remain under Appendix EU to the Jersey Immigration Rules, Appendix EU to the Immigration (Bailiwick of Guernsey) Rules 2008 or Appendix EU to the Isle of Man Immigration Rules.
3. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a government agency or a previous employer.

## List B Group 2:

1. A document issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules on or before 30 June 2021 together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. A Certificate of Application (digital or non-digital) issued by the Home Office showing that the holder has made an application for leave to enter or remain under Appendix EU to the immigration rules (known as the EU Settlement Scheme), on or after 1 July 2021, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A document issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has made an application for leave to enter or remain under Appendix EU (J) to the Jersey Immigration Rules or Appendix EU to the immigration Rules (Bailiwick of Guernsey) Rules 2008, or Appendix EU to the Isle of Man Immigration Rules together with a Positive Verification Notice from the Home Office Employer Checking Service.
4. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
5. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

## Health for All – Policy statement on the recruitment of Ex-offenders

- As an organisation assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Health for All complies fully with the [code of practice](#) and undertakes to treat all applicants for positions fairly.
- Health for All undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.
- Health for All can only ask an individual to provide details of convictions and cautions that Health for All are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).
- Health for All can only ask an individual about convictions and cautions that are not protected.
- Health for All is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- Health for All actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.
- Health for All select all candidates for interview based on their skills, qualifications and experience.
- An application for a criminal record check is only submitted to DBS once a post has been offered and accepted. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.
- Health for All ensures that all those in Health for All who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.
- At interview, or in a separate discussion, Health for All ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- Health for All undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

## Health for All - Application Process and safeguarding

Making an Application	Interview and Selection Process
<p><b>Application form</b></p> <p>If you wish to be considered for this post please complete the application form providing full details of your education and employment history, including any unpaid or voluntary work. Where there are gaps in your employment please state the reasons why (e.g. gap year, career break, unemployed, etc.). The person specification, provided with the details of the post, lists the essential and desirable criteria against which each application will be assessed at each stage of the Recruitment and Selection Process.</p> <p>You will note that we require details of two referees, one of which must be your current or most recent employer.</p> <p>CVs are <b>not</b> accepted as part of the application process.</p> <p><b>Supporting information</b></p> <p>This section of the form is <b>very important</b>. It gives you an opportunity to explain why you are applying and why you are the best person for this job. Use the job description and person specification as your guide and <b>give specific examples</b>, where possible, to demonstrate how you match the requirements for this post. Please ensure you stick to the word count for each section.</p> <p><b>The closing date for applications:</b>  <u><b>Monday 25<sup>th</sup> March 2024 - 12 noon</b></u></p>	<p>Those candidates who meet all the requirements for the post will be short listed and details of the interview programme will be confirmed in writing.</p> <p>As part of the selection process, in addition to assessing your skills and knowledge against the requirements of this role, if the role requires specific questions will be asked at interview to assess your suitability to work with children and vulnerable adults.</p> <p>Under the Disability Discrimination Act 1995 and 2005, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify on the application form. Please contact us if you need to discuss this in any detail. We will consider any reasonable adjustments under the terms of the Disability Discrimination Act to enable an applicant with a disability (as defined under the act) to meet the requirements of the post.</p>

Pre-employment checks	Policies
<p><b>References</b></p> <p>If you are offered the post we will take up references, which are listed on your application form. One of your referees must be your current or most recent employer. Two satisfactory references must be received before we confirm any offer of an appointment. The information we request will relate to salary, length of service, skills and abilities, suitability for the job, sickness and disciplinary record. We may ask for additional references if we need to.</p> <p>On receipt of references, your referees may be contacted to verify any discrepancies, anomalies or relevant issues as part of the recruitment verification process.</p> <p><b>DBS &amp; Disqualification checks</b></p> <p>Employment at Health for All is subject to DBS check relevant to the role you have been offered.</p> <p>All such checks must be satisfactory before we confirm any offer of appointment.</p> <p>Under the Rehabilitation of Offenders Act 1974 (Exemption Amendment) Order 1986, there are a number of jobs where we must take account of convictions, even though they are 'spent'.</p> <p>However, spent and/or unspent convictions may not necessarily make you unsuitable for appointment. Please ensure you complete the Criminal Record Declaration Form and submit this alongside your completed application form.</p> <p><b>Validation of Qualifications</b></p> <p>If you are offered the position and dependent on the role you have been appointed to you will be asked to bring original certificates of relevant essential qualifications. These will be photocopied and kept on file.</p>	<p><b>Child &amp; vulnerable adults Protection</b></p> <p>Health for All is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.</p> <p><b>Code of Conduct and Personal Behaviour</b></p> <p>Health for All believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its employees and beneficiaries.</p> <p><b>Equal Opportunities</b></p> <p>We are committed to promoting best practice in our efforts to eliminate discrimination and to create an environment where everyone is treated fairly and with respect.</p>



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LS10 4HX

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Website: [www.healthforall.org.uk](http://www.healthforall.org.uk)

<https://www.facebook.com/HFALEEDSUK/>

<https://twitter.com/HealthforAllLds>