



## Recruitment Pack

# Administration and Finance Worker

March 2019

This pack contains:

- Information about Disability Advice Service Lambeth
- Disability Advice Service Lambeth organisational chart
- Information on the application and selection process
- Job Description and Person Specification



## Introducing Disability Advice Service Lambeth



### Our Organisation

dasl is an independent charity working with, and on behalf of, Disabled people and also with older people and carers. We were set up in 2001, having previously operated since 1984 as a project of a larger charity, Lambeth Accord. We are Lambeth's leading pan-impairment Disabled People's Organisation (DPO) and our users include people with physical and sensory impairments, learning disabilities, mental health problems and long-term health conditions.

We are controlled by Disabled people through our Management Committee, which has a majority of Disabled trustees, and our growing membership. Our vision is of an inclusive society where Disabled people enjoy equal rights and opportunities, and where diversity is valued.

Our job is to provide a range of high quality information, advice and advocacy, direct payments support, user involvement and peer support services, as well as social and sports activities, to Disabled people in Lambeth. Through our involvement in local consortia since 2009 we have also developed substantial experience of work with older people and carers. Since April 2015 a wide range of services for Disabled and older people and carers have been brought together under the umbrella of the Independent Living and Carers' Partnership (ILCP), in which dasl is a leading partner.

We operate from fully accessible office premises at 'We are 336', Lambeth's voluntary sector Disability Hub, in Brixton, in the centre of this multicultural south London borough.

As well as delivering our main client services (see below) dasl contributes extensively to local strategic and policy work on disability, advice, advocacy and wider health and social care issues, working both with Lambeth Council and NHS Lambeth and with the Lambeth voluntary and community sector.

We have a staff of 14 supported by a growing team of volunteers and peer mentors. Our income in 2018/2019 is in the order of £430,000.

Our priorities for the next three years are set out in our new Strategic Plan 2018 – 2021 which you can find on our website at:

<http://www.disabilitylambeth.org.uk/dasl/about/i-our-strategic-plan>

Visit our website at [www.disabilitylambeth.org.uk](http://www.disabilitylambeth.org.uk) for more information about us.

## Our Services

### Advice

We hold the Advice Quality Standard at the General Help with Casework level in the Disability client category and the Welfare Benefits subject category. This has been re-awarded for two years in February 2019.

Our Advice Service provides information, general advice and advice casework up to tribunal level mainly to Disabled adults of working age, with a particular focus on those whose primary needs are mental health-related. Help is provided mainly on welfare benefits but also on debt, housing, community care, accessible transport services (such as Freedom Passes, Blue Badges and Taxicards) and obtaining help from the Emergency Support Scheme and charitable grants. We also support the weekly advice and support surgery for Deaf and hearing impaired people provided at our offices by the Royal Association for Deaf People as part of the ILCP.

### Professional Advocacy

We hold the Advocacy Quality Performance Mark which was re-awarded for three years in December 2018 by the National Development Team for Inclusion (NDTi). The AQPM is the nationally recognised standard for independent advocacy services against which we deliver our services.

The service is provided to Disabled and older adults and carers, with and without capacity to provide instruction (ie non-instructed advocacy). It is part of the ILCP and supports people with:

- Community care issues - issues with Social Services (adult and children's social care) including situations in which there is a statutory right to advocacy under the Care Act 2014
- Health - issues with NHS primary and secondary care including accessing services; quality of care; continuing care funding and provision of integrated services with social care.
- Housing - wanting to move and looking at options; quality of service in residential/supported accommodation settings; accessing housing-related support; challenging decisions.
- Safeguarding issues - ensuring people are supported through the process; safeguarding processes are followed and any form of abuse is reported
- Discrimination issues
- Disabled parents - going through Child Protection processes, accessing and understanding legal representation
- Making complaints and accessing legal representation

dasl does not provide the Independent Mental Capacity Advocate (IMCA), the Independent Mental Health Advocate (IMHA) or the NHS Complaints advocacy services for Lambeth.

### Direct Payments Support

We have provided the independent Direct Payments Support Service on behalf of Lambeth Council since 1999. The service, now part of the ILCP, offers information, advice and training on Personal Budgets and Personal Health Budgets, mainly in the form of Direct Payments, and is available for all client groups eligible to use this funding to arrange their own care and support or that of the person they care for. We also offer advice to self-funders.

### Community Development for Disabled People

Our Community Development Service, created in 2015 as part of the ILCP, leads on development of our community links and our work with smaller and user-led local disability groups. It supports the voice of dasl members and other local Disabled people on key agendas, in particular Lambeth Council's services and is developing our offer for young Disabled people. The service also works with other groups to offer regular social and leisure opportunities to Disabled people and supports our successful London Stroke Choir for stroke survivors.

### 'Into Sport

Our innovative 'Into Sport' project, set up in 2014, develops new ways of engaging more Disabled people in sport and physical activity. We work closely with the Council, GLL Better, London Sport and a wide range of local sport and activity providers to arrange a programme of regular sessions for Disabled people and to increase their access to mainstream leisure facilities.

### Hate Crime

Our Disability Hate Crime Advocacy and Outreach Service supports Disabled people who have experienced hate crime. Now in its fourth year, having been funded by Trust for London between 2016 -2018 and now by the Mayor's Office for Policing and Crime, it is part of the wider multi-agency Lambeth Disability Hate Crime Partnership which is chaired and coordinated by dasl. The Partnership has arranged successful events to mark National Hate Crime Awareness Week each October since 2014 and organised an important Lambeth Disability Hate Crime Policy Forum in June 2018.

# Independent Living and Carers' Partnership



The Independent Living and Carers' Partnership (ILCP) was established in April 2015 and commissioned by Lambeth Council for the benefit of:

- Disabled people including adults with learning disabilities and people with physical and/or sensory impairments
- older people
- adults with long term health conditions
- adult carers
- young carers

The Partnership is based at 'We are 336', 336 Brixton Road, London SW9 7AA, with outreach services and activities in other community venues across Lambeth. 'We are 336' is an established hub for voluntary sector services for Disabled people which is owned and managed by the charity Lambeth Accord.

The ILCP includes three local organisations, with a track record of working together to deliver services to these client groups, commissioned by Lambeth Council:

- Age UK Lambeth, the borough's leading voluntary organisation working with older people, leads the partnership.
- Disability Advice Service Lambeth (dasl), an independent Disabled People's Organisation working with Disabled people across all impairment groups, and with older people and carers in Lambeth.
- Carers' Hub Lambeth, formerly a project of Help for Carers but, since July 2018, an independent charity which supports carers of children and adults who have care needs as a result of impairment, illness or age, through the provision of community based support.

The Partnership also includes the Royal Association for Deaf People (RAD) which promotes the welfare and interests of Deaf people and believes they should receive the same access and opportunities as hearing people.

The ILCP provides a range of services including:

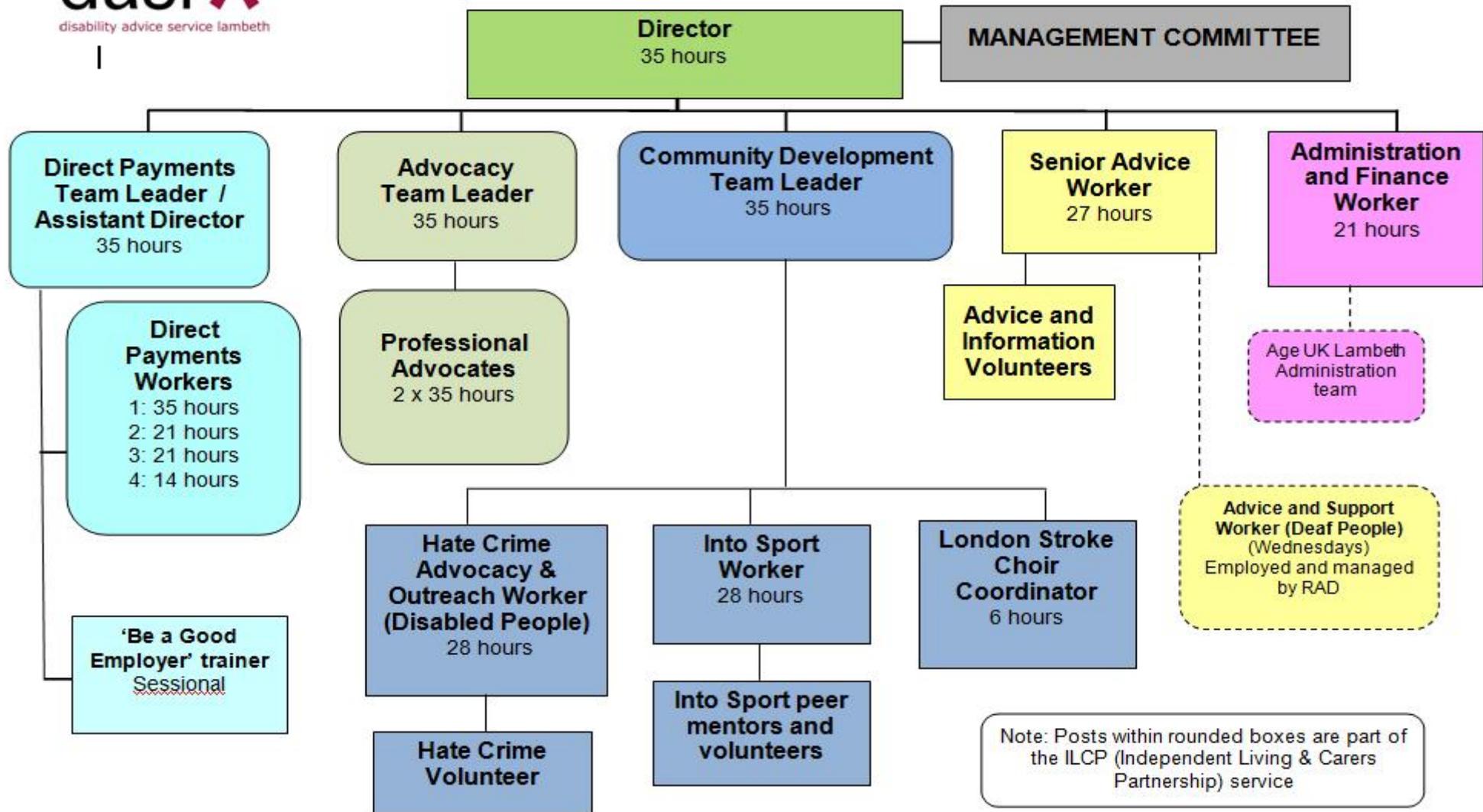
- A comprehensive information and advice service on a wide range of subjects including benefits, pensions, health and social care, housing, transport and mobility.

- Issue-based Professional Advocacy to support people in accessing community care, health and housing services, dealing with financial and family matters and being safe from abuse. The service includes provision of independent Advocacy under the Care Act 2014.
- The Direct Payments Support Service delivering advice, support and training for people who wish to use Personal Budgets to arrange their own care and support.
- Community development work delivered by the lead partner organisation with expertise in working with each of the main client groups. This includes specialist services for adult and young carers delivered through the Carers' Hub Lambeth.
- Befriending services especially for older people.





**DASL ORGANISATIONAL CHART**



# Information on the Application and Selection Process



## Applications

Please submit your application by email, setting out on the job application form how you meet the criteria in the Person Specification. Please also complete and submit the Equal Opportunities Form. Both forms, together with further guidance on making your application, can be downloaded from the jobs page of our website:

<http://www.disabilitylambeth.org.uk/dasl/about/e-working/>

Please submit your completed forms by email to Lauren Johnson-King, the Assistant Director:

[lauren.johnson@disabilitylambeth.org.uk](mailto:lauren.johnson@disabilitylambeth.org.uk)

The deadline for the receipt of completed applications is:  
Wednesday 10<sup>th</sup> 2019 (5pm)

## Selection Process

Shortlisted candidates will be invited for assessment and interview at dasl's offices at:

We are 336, 336 Brixton Road, London SW9 7AA

Interviews will take place on:  
Monday 15<sup>th</sup> April 2019

If you are shortlisted we will contact you with details of the selection process. If you have not heard from us by xxxx please assume that you have been unsuccessful with your application.

If you would like to find out more about dasl and the post of Administration and Finance Worker before making your application you can contact Lauren Johnson-King:

Email: [lauren.johnson@disabilitylambeth.org.uk](mailto:lauren.johnson@disabilitylambeth.org.uk)

Telephone: 020 7501 8960.

Disability Advice Service Lambeth is committed to actively opposing all forms of unlawful and unfair discrimination and will provide reasonable adjustments to all stages of our recruitment and selection procedures in accordance with the Equality Act 2010. As a Disabled People's Organisation, we welcome applications from all sections of the community and particularly from Disabled people. Our premises at We are 336, 336 Brixton Road, London SW9 7AA are fully accessible.

## JOB DESCRIPTION

Post	ADMINISTRATION AND FINANCE WORKER
Salary	£15,000 per annum for 21 hours
Hours	21 hours per week. The hours can be worked over 3 / 4 days a week with some flexibility to vary start and finish times depending on service requirements
Responsible to	Director
Responsible for	Any administrative / general office volunteers
Location	dasl offices ('We are 336', 336 Brixton Road, SW9 7AA)
Date	March 2019
Main purpose of job	<p>To provide a central administrative and finance support resource for the senior management team, including the supervision of general office volunteers and co-ordination of additional administrative support available through the ILCP contract.</p> <p>The role encompasses general office and HR administration, maintaining financial records and co-ordinating IT support.</p>

1. General office administration and communications
  - 1.1 Manage incoming and outgoing correspondence and respond to general enquiries.
  - 1.2 Manage office supplies ensuring adequate stocks are available.
  - 1.3 With managers, ensure that office spaces/workstations are well planned and organised, that health and safety standards are met and any issues arising are monitored and addressed.

- 1.4 Coordinate any premises issues arising (facilities, health and safety, cleaning etc) which are the responsibility of Lambeth Accord (the landlord) and raise these with the Lambeth Accord manager.
  - 1.5 Maintain office furniture and furnishings to a good standard and organise repairs and purchases.
  - 1.6 Update displays of information literature and notice boards in public areas of dasl's offices.
  - 1.7 Manage external bookings for dasl's lettable meeting spaces, ensuring that these rooms are well maintained and prepared and that all facilities and supplies required are made ready for guests.
  - 1.8 Administer dasl's membership including updating the database and organising postal, telephone and electronic communications with members as required.
  - 1.9 Assist in updating dasl's website and social media, and coordinate and support staff contributions.
  - 1.10 Coordinate the preparation and distribution of dasl's newsletter (print and electronic) and disseminate other marketing and communication materials.
2. General support to staff, volunteers and Management Committee
    - 2.1 Provide general administrative and organisational support to dasl's senior management team, including taking minutes of meetings, organising mailouts, helping with user feedback activities such as surveys, coordinating arrangements for meetings and events, preparing displays and resources for outreach activities.
    - 2.2 Support managers and project staff to collect, collate, analyse and report on key service data.
    - 2.3 Assist with the organisation of Management Committee meetings including liaising with trustees about their access and travel support needs, copying agenda packs, ensuring the meeting room is prepared and that refreshments and other supplies are provided.
    - 2.4 Liaise with Age UK Lambeth and dasl managers to plan and manage the additional administrative support available from Age UK Lambeth through the ILCP contract.
    - 2.5 Train, support and supervise any general office/administrative volunteers.
  3. Human resources administration
    - 3.1 Provide administrative support to managers carrying out recruitments to staff and volunteer vacancies including placing advertisements, collating recruitment packs, dealing with enquiries and assisting with interview arrangements.

- 3.2 Organise induction in general office systems and procedures for new starters.
- 3.3 Maintain personnel files in liaison with managers.
- 3.4 Ensure systems are in place for recording and monitoring absences (including sickness and annual leave).
- 3.5 Administer training & conference bookings for staff and volunteers.
4. Finance
  - 4.1 Enter income and expenditure on to the accounting system (currently TAS) and ensure that all financial records are maintained.
  - 4.2 Liaise with suppliers to ensure that goods and services are received and checked and that payments are made by dasl on time.
  - 4.3 Prepare invoices and liaise with customers to ensure payment is received by dasl on time.
  - 4.4 Monitor and reconcile petty cash and deal with staff and volunteer expenses claims.
  - 4.5 Carry out regular bank reconciliation tasks.
  - 4.6 Produce financial reports from TAS as required by the Director.
  - 4.7 Assist the Director in preparation for the annual independent financial examination.
5. ICT
  - 5.1 Manage the maintenance of telephones and IT equipment and liaise with suppliers to resolve any problems arising.
  - 5.2 Collate colleagues' feedback on IT issues and liaise with external IT Support to resolve them.
  - 5.3 With IT Support, ensure regular tasks (including network maintenance, server back-ups, workstation software updates etc) are performed and that any issues are brought to the attention of the Director.
  - 5.4 Maintain an inventory of ICT and other equipment.
6. Other tasks

The postholder will also be required to:

- 6.1 Undertake any other duties consistent with the responsibilities of the post as may reasonably be requested by the Director and Team Leaders.
- 6.2 Attend personal supervision meetings and appraisals.
- 6.3 Undertake training and continuing professional development, as agreed with the Director.

6.4 Achieve agreed targets.

6.5 Work within dasl's Equal Opportunities, Health & Safety, Information Governance, Safeguarding and other key policies and comply with all relevant legislation.

The post holder will have regular direct contact with service users so will be required to apply for a Disclosure and Barring Service check at the Enhanced Level.

## PERSON SPECIFICATION

	Attitude and Values	Essential	Desirable
1	Commitment to working to further the rights, independence, wellbeing and dignity of Disabled people.	✓	
2	Able to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people, regardless of disability, age, sex, race, religion or belief, sexual orientation or gender reassignment.	✓	
3	Empathy with the work and aims of dasl and the ability to reflect its values in your work.	✓	
Qualification, experience and knowledge			
4	Lived experience of disability/impairment		✓
5	A business administration, finance or other relevant subject qualification.		✓
6	Experience of setting up and managing office systems.	✓	
7	Competent user of MS Office, especially Word and Excel, and of the internet and email.	✓	
8	Knowledge and experience of book-keeping, preferably using a recognised accounts package.		✓
9	Experience of managing / supervising staff and / or volunteers, including (where appropriate) training and supervision.		✓

10	Knowledge and understanding of health and safety issues in an office environment.	✓	
11	Understanding of the importance of data protection and confidentiality and experience of applying these in the context of administrative systems.	✓	
Skills and abilities			
12	Strong problem-solving, planning and organisational skills.	✓	
13	Able to work independently, manage own workload on a day to day basis, meet deadlines and make efficient use of time and resources.	✓	
14	Excellent written, verbal and interpersonal skills including ability to take minutes, prepare reports, respond to varied telephone enquiries and deal confidently with suppliers.	✓	
15	Numeracy skills sufficient to deal efficiently with financial information and with statistics used for monitoring information.	✓	
16	Able to understand the basics of a server-based IT system in the workplace, to liaise competently with IT support providers over IT and telecommunications problems and to support dasl staff with routine IT tasks.	✓	
17	A positive attitude to learning new IT skills (e.g. databases, desktop publishing) and applying these to the job.	✓	
18	With training, able to use the dasl website and social media to provide information and news about the organisation's services and activities.	✓	
19	Able to contribute effectively as a member of dasl's own staff team and across the organisations which are delivering the ILCP service together.	✓	
20	Able to work flexibly according to the needs of the organisation, including occasionally attending meetings / events outside office hours.	✓	