



Recruitment Pack

Engagement Officer

DR BELL'S FAMILY CENTRE | 15 JUNCTION PLACE | EDINBURGH | EH6 5JA
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Dr Bell's Family Centre
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EH6 5JA
T: 0131 553 0100
E: Danielle@dbfc.org.uk
www.drbells.co.uk

Dear Candidate,

Many thanks for your interest in working for Dr Bell's Family Centre.

The Centre has gained a local and national reputation for its innovative work supporting families with young children in Leith. The Centre supports over 100 people each month.

To keep things running smoothly requires the combined efforts of a highly talented team – one we hope you'll be joining soon.

You probably have a lot of questions about us, about what we do and about the role for which you're applying. You should find answers to all of them in this pack, together with some useful tips on completing your application form. However, if we've missed something or you have a particular question then please do contact us.

Interested candidates are invited to send a completed application form and equality monitoring form to Danielle Campbell, Centre Manager, Danielle@dbfc.org.uk. **Closing Date Friday 30th April 2021 at 4pm. Interviews will be held via video week commencing 10th May 2021.**

We look forward to hearing from you.

A handwritten signature in cursive script, appearing to read 'Danielle Campbell', is displayed on a light-colored rectangular background.

Danielle Campbell
Centre Manager

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1. Dr Bell's Family Centre – Our Vision and what we do

Our Vision

Opened in 2006, Dr Bell's Family Centre is where families with young children (under 5 years) facing multiple disadvantages and complex situations and circumstances can access a wide variety of support groups, social opportunities, drop-in services, and individual support services in a central and accessible place.

We work in partnership with other local organisations and in consultation with families to design and deliver services that make a real difference to those who find it the most difficult to access services or get the support they need. We deliver groups aimed at increasing parents' employability chances, reducing anxiety and stress, better management of parenting challenges, giving social opportunities, improving health and wellbeing, and increasing family cohesion.

A key component to reducing barriers for parents with young children attending social and therapeutic groups and activity is our provision of childcare in the same building. Many parents in Leith do not have the support network available to them where they can find childcare that allows them to take part in activity that will improve their and their child's life outcomes. By providing flexible childcare by motivated, experienced and qualified staff we can reach families who can most benefit.

Community Crèche

At the heart of our Centre is our extremely popular Community Crèche providing high quality childcare at very affordable rates. It is available for all, but most crèche places are allocated to families where the children are most at risk of not getting a good start in life. Families are referred to us by social or health professionals.

Our crèche staff use play to support each child's specific needs. Most are pre-nursery age and providing expert attention in a well-equipped play environment can compensate for their home-life disadvantage. For over 40% of the children English is not their first language and for many, attending our crèche paves the way to successful transition into nursery or primary school.

We still want the same outcomes, as we did in 2006:

- *Our families are resilient and confident*
- *We Get It Right for Under 5s*

Whilst we strive to maintain the same open access as before, we need to ensure we are reaching the families most in need of our support.

The other family services that we provide include various parenting groups - to inform and help parents to bring up their children in an environment where they can thrive.

- Counselling and therapy for parents with young children who have mental health issues
- free internet access
- Volunteering opportunities at reception, in the office, the kitchen or the café
- Summer Programme of activities for families, to help parents to cope through the long summer holidays

Partnerships

The Centre has an expansive range of partnership and networking relationships that include Homestart Leith, Multicultural Family Base, One Parent Scotland, Schools and Health Visitors.

Organisation and Management

The governing body is a volunteer Board of Trustees, who oversee the work of the Senior Management Team, offer advice on direction and strategy, ensure that the Centre complies with its legal and reporting obligations, and carry ultimate responsibility for the charity's financial wellbeing.

The Board comprises circa 7 Trustees and includes representatives from key collaborating stakeholders. The majority of the Trustees live or work locally in Leith.

Responsibility for day to day operations is delegated to the Centre Manager.

Working Environment

The culture of the Dr Bell's Family Centre is an important component of our success. An important influence is our location; off Leith Walk on Junction Place and next door to Stanwell Nursery.

The Centre is easily accessible to other parts of the city with a good bus service.

People Strategy

We value our staff and seek to ensure working conditions are excellent and staff feel valued and can contribute to the strategic development of the Centre.

The Future

Funding has recently been awarded to allow us to continue to build our programme of family learning and family support; individual and group-based therapeutic services; food and nutrition resources; early-education and childcare; and volunteer and student placements.



2. Job Description

Job Description

JOB DETAILS

| | |
|---|--|
| Job title: Engagement Officer Permanent (part-time 21 hours per week) – Fixed Term until July 2022 (possibility to extend – funding dependent) | Salary: £25,000 per annum (pro rata) |
| Location: Edinburgh | Closing date: Friday 30th April at 4pm |

JOB PURPOSE

Dr Bell's Family Centre has been supporting families in Leith since 2006. By offering a welcoming, safe place where families with young children can get support, advice and encouragement, we help remove barriers for families who already face multiple socio-economic challenges.

We work with parents and children together and separately with a holistic approach to improve their overall wellbeing through offerings such as:

- workshops and drop-in sessions focused on health
- counselling sessions and groups to help parents learn coping mechanisms to relieve stress and mental health issues
- parenting support groups to help parents build confidence and become part of their community
- crèche spaces to provide stimulating and developmentally appropriate environments for children
- nutrition and cooking classes for families and groups of families to promote healthy choices and bring together the community for meals, support, and networking.
- volunteer and student placement opportunities to help increase employability skills
- working with multiple organisations and partners to deliver an extensive programme of offers and services.

Our vision is for families in Leith to thrive, feeling safe, supported and healthy. We seek to improve and enhance the quality of the lives of families and children that use the crèche, cookery classes, counselling services, groups and holiday activities. We strive to be a one-stop-shop where families can get what they need under one roof, and to make sure that the services provided locally are the ones that are needed. We believe in asking local people what they want. Dr Bell's Family Centre is for everyone. However, we believe that the most vulnerable families should get the most support.

This is an exciting time to join the Dr Bell's team as we expand to meet new challenges. We are seeking a dynamic and motivated individual, with some experience in communications, marketing or media who would appreciate the opportunity to develop their skills and take on greater responsibility. You should be a self-starter who also works well within a team to deliver great results against our targets.

ORGANISATIONAL STRUCTURE

You will work alongside our team at our Edinburgh office in North Leith, with some home working. The team currently consists of Centre Manager, Development Worker, Childcare Manager, Childcare Practitioners and Fundraising Officer. This new Engagement Officer role will report directly to our Centre Manager. This role oversees the management of our volunteer and student placements.



KEY RESPONSIBILITIES

You will work alongside our small team to support the implementation of an effective communications and volunteer strategy that raises the profile of the charity in order to increase reach and engagement.

Communications

- Working with external contractors, lead on the production of marketing materials, and coordinate photography, print and distribution of publications ensuring that all collateral meets brand guidelines.
- Design simple publications, such as flyers and posters, using Adobe InDesign.
- Support the maintenance, development and creation and updating of content for Dr Bell's website and social media channels, including copywriting, photography and video.
- Support delivery of key internal communications plans to staff and volunteers.
- Manage media, parliamentary and social media monitoring to help effectively respond to relevant issues, identify potential new opportunities and reputational risks, and agree action required to minimise impact.
- Source, collate and create content for internal and external e-newsletters.
- Work with our Fundraising Officer to develop case studies and stories for our blog, social media, PR and external stakeholders, as required.

Volunteering

- Managing and supporting prospective and current volunteers and student placements
- To promote, publicise and raise awareness of volunteering opportunities.
- To recruit volunteers with a broad range of skills, abilities and experiences who can get involved at all levels of the organisation.
- To compile reports, keep statistics and document the involvement and development of volunteers.
- To provide ongoing support and supervision for volunteers and encourage their personal development.

Other

- Attend relevant internal and external meetings as appropriate
- Attend training to increase professional knowledge and skills necessary for effective performance of the role
- Maintain an awareness of own and others' Health and Safety and undertake risk assessments for events
- Undertake all other reasonable activities as directed to meet the needs of the charity

AUTHORITIES AND LIMITATIONS

- Centre Manager will be responsible for setting and reviewing your work.
- There are no financial authorities for this role.
- You will have regular support and supervision meetings.
- You will be appointed on an initial three-month probationary period.

KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCES

Essential

- Excellent oral and written communication skills
- A strong attention to detail and ability to fully complete tasks including proof reading
- Strong interpersonal skills and the ability to work effectively with a range of people
- Excellent organisational skills
- Excellent time management with the ability to meet tight deadlines, manage multiple projects and work at pace
- A good understanding of communication and marketing principles
- Experience of using design and creative programmes to create material such as Adobe Creative Suite and other online platforms such as Canva
- Ability to work effectively as part of a team and on your own initiative

Desirable

- Qualified to a degree level
- Experience of working in a charitable organisation
- Experience of working in a communications role (paid or voluntary)

- Experience of volunteer development
- Experience of recruiting, training and supporting volunteers
- Experience of WordPress websites
- Experience of working with Scottish media
- Knowledge of GDPR guidelines
- Driving licence

This post is subject to a Disclosure Scotland check.

3. Making the Best Application

Here are a few useful tips. It's worth taking time to read through them and using what you learn to ensure you make a good impression.

- This pack should contain a job description, application form and equalities form.
- Dr Bell's Family Centre shortlists applicants for interview by matching the details given on the completed application form against the job description and person specification. We will be looking for clear evidence to show whether or not your experience, skills and knowledge match those set out in the job pack.
- Make sure you set out your skills in full, or you could miss out on being shortlisted. Please note that CVs are not accepted.
- Presentation is important, so be careful when completing the application form. Depending on the level and type of tasks involved in the job you're applying for, spelling and grammar may be taken into account in the shortlisting process.
- Section 3 of the application form is the most important part of the form as far as 'making your case' for shortlisting goes. Please use this section to make clear what skills, knowledge and abilities you have, giving examples where possible and linking back to the requirements set out in the person specification. If you've not been in this type of work before, you should consider whether you have gained any useful skills or experience in voluntary roles.
- Your completed application form must be received by the closing date given.

APPLICATION FORM DR BELLS FAMILY CENTRE

POSITION APPLIED FOR: _____

The following information will be treated in the strictest confidence.

PERSONAL

(Please complete this section in BLOCK CAPITALS)

| | | | |
|----------|--|----------------|--|
| Surname: | | First Name(s): | |
| Address: | | | |
| | | | |
| | | | |

| | |
|------------------|----------------|
| Contact Tel. No: | Mobile Tel No. |
|------------------|----------------|

| | | | |
|--|--------|---------------|---------|
| Full Driving Licence: | YES/NO | Endorsements: | *YES/NO |
| * If YES, please give further details including dates. | | | |

| | |
|---|--------|
| Are you involved in any activity which might limit your availability to work or your working hours e.g., local government? | YES/NO |
| If YES, please give full details. | |
| Are you subject to any restrictions or covenants which might restrict your working activities? | YES/NO |
| If YES, please give full details | |
| Are you willing to work overtime and weekends if required? | YES/NO |
| Please give details of any hours which you would not wish to work: | |
| Have you any convictions, including both spent and unspent convictions under the Rehabilitation of Offenders Act 1974? (A copy of the Company's Equal Opportunities Policy and Disclosure and Disclosure Information Policy is available on request. These reflect the Disclosure Scotland Codes of Practice) | YES/NO |

| | |
|--|--------|
| If YES, please give full details | |
| If offered employment, you will be required to complete a Pre-Employment Medical Questionnaire. Are you prepared to undergo a medical examination before employment? | YES/NO |
| Have you ever worked for this business before? | YES/NO |
| If YES, please give full details | |
| Have you applied for employment with this business before? | YES/NO |
| Do you need a work permit to take up employment in the U.K.? | YES/NO |
| How much notice are you required to give to your current employer? | |

EDUCATION

| Schools attended since age 11 | From | To | Examinations and Results |
|--|------|---------|--------------------------|
| | | | |
| College or University | From | To | Courses and Results |
| | | | |
| Further Formal Training | From | To | Diploma/Qualification |
| | | | |
| Job related Training Courses Name of Organisation | Date | Subject | |
| | | | |

Please give details of membership of any technical or professional associations:

| |
|--|
| |
| |
| |

Please list languages spoken and the level of competence:

| |
|--|
| |
| |
| |

EMPLOYMENT DETAILS

Please give details of your past employment, excluding your present or last employer, stating the most recent first.

| Name and address of employer | Dates | Position held/Main duties | Reason for leaving |
|------------------------------|-------|---------------------------|--------------------|
| | | | |

PRESENT OR LAST EMPLOYER

Are you currently employed?

YES/NO

| | |
|-------------------------|--|
| Name of present or last | |
|-------------------------|--|

| | |
|----------|--|
| Address: | |
| | |

| | |
|---------------|--|
| Telephone No: | |
|---------------|--|

| | |
|---------------------|--|
| Nature of business: | |
|---------------------|--|

| | |
|---|--|
| Job title and a brief description of your duties: | |
| | |
| | |
| | |
| Reason for Leaving: | |

| | | |
|--------------------|-------|-----|
| Length of Service: | From: | To: |
|--------------------|-------|-----|

SUPPLEMENTARY INFORMATION

Please set out below any further information to support your application, e.g. past achievements, future aspirations, personal strengths, which you think are relevant to this role.

DECLARATION

Given the nature of the job to which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by Disclosure Scotland. I have been given a copy of the Company's Equal Opportunities Policy, which includes information relating to the recruitment of ex-offenders.

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Company, for the purposes of assessing this application, ongoing personnel administration and payroll administration (where applicable) in compliance with the Data Protection Act 1998.

| | |
|------------|-------|
| Signature: | Date: |
|------------|-------|

REFERENCES

Please give the names of two people (one of which should be your present or most recent employer) whom we may approach for a reference.

Can we approach your current employer before an offer of employment is made? YES/NO

| | |
|-----------|-----------|
| Name: | Name: |
| Position: | Position: |
| Address: | Address: |
| | |
| | |
| Tel. No: | Tel. No: |

SOURCE OF APPLICATION

How did you hear of this vacancy?

| |
|--|
| |
|--|

Equality Form

Dr Bell's Family Centre is committed to promoting equality of opportunity and diversity in all aspects of business life. Successful applicants will be chosen on merit and abilities only and will not receive less favourable treatment on the grounds of age, ethnic origin, gender, disability, marriage and civil partnership, religion/belief, sexual orientation, gender reassignment or pregnancy and maternity (exception may be valid where there is a **Genuine Occupational Reason (GOR)**).

This part of the application form will be detached by a member of the HR team and not seen by the recruiting panel or used in the recruitment process. The information provided will however be recorded to ensure that the business is reaching out to a wide range of potential applicants and monitored to check that minority groups are not being treated less favourably.

Please read the statement below. Completion of this form implies your understanding and consent.

I understand that the details provided on this form will be recorded and stored within the provisions of the Data Protection Act 1998 and may be shared with third parties, eg Government Bodies, etc.

| | | | | | |
|-------------------------------|--|--|---|---|--|
| Name | _____ | Date of Birth | _____ | Age | _____ |
| Gender | <input type="checkbox"/> Female | <input type="checkbox"/> Male | <input type="checkbox"/> Transsexual | <input type="checkbox"/> Prefer not to say | |
| Marital Status | <input type="checkbox"/> Civil Partnership | <input type="checkbox"/> Civil widowed | <input type="checkbox"/> Divorced | <input type="checkbox"/> Single | <input type="checkbox"/> Prefer not to say |
| | <input type="checkbox"/> Dissolved | <input type="checkbox"/> Married | | | |
| | <input type="checkbox"/> Separated | <input type="checkbox"/> Widowed | | | |
| Ethnic Origin | | | | | |
| Asian or Asian British | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Indian | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Other Asian background | |
| Black or Black British | <input type="checkbox"/> African | <input type="checkbox"/> Caribbean | <input type="checkbox"/> Any other Black background | | |
| Chinese | <input type="checkbox"/> Chinese | | | | |
| Mixed | <input type="checkbox"/> White and Asian | | <input type="checkbox"/> White and Black African | | |
| | <input type="checkbox"/> White and Black Caribbean | | <input type="checkbox"/> Any other mixed background | | |
| White | <input type="checkbox"/> English | <input type="checkbox"/> Irish | <input type="checkbox"/> Northern Irish | | |
| | <input type="checkbox"/> Scottish | <input type="checkbox"/> Welsh | <input type="checkbox"/> European | | |
| Other | <input type="checkbox"/> Any Other Ethnic Group | <input type="checkbox"/> Prefer not to say | | | |