

Please complete and return this application form to:
The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW
OR upload to the relevant job application on www.concern.net/jobs
OR email to ukhrenquiries@concern.net
Please note: CVs <u>will not</u> be accepted

Information pack for candidates for the post of:
Administration and Facilities Officer

Dear Applicant,

Please find enclosed an application pack for the above post, which contains the following items:

- Section 1: Background to Concern Worldwide and the post
- Section 2: Job Description
- Section 3: Essential and Enhanced Criteria
- Section 4: Vacancy Application Form
- Section 5: Job Competency Form
- Section 6: Monitoring Form
- Section 7: Returning your Application

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about Concern Worldwide, the job vacancy and the person required. You should read these carefully to ensure that the job and conditions are suitable.
2. You must complete sections 4 and 5 accurately and return them to Concern Worldwide by the date and time indicated below. You are also asked to complete a monitoring form (section 6).
3. **It is your responsibility to ensure that sufficient information is provided to enable a short listing panel to assess your suitability for this post.**

Please show clearly in your application how you meet the essential and enhanced criteria.

4. Applications, CVs and attached sheets:
 - Applications must be printed out, signed and posted to Concern Worldwide at the above address **OR** fully completed applications can be uploaded to the relevant job application page on our website at www.concern.net **OR** emailed to ukhrenquiries@concern.net
 - **CVs will not be accepted – only applications submitted on this form will be considered.**
 - Additional sheets will only be considered if they are a continuation of a section of the application form where there is insufficient room to include all the necessary details.
5. It is the responsibility of the applicant to ensure that sections 4, 5 and 6 are completed and returned by **19th April 2026.**
6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide documentary evidence of their identity for verification and photocopying.

Thank you for your interest in Concern Worldwide

SECTION 1: BACKGROUND TO CONCERN WORLDWIDE (UK) AND THE POST OF Administration and Facilities Officer

WHO WE ARE

Extreme geographies. Extreme climate challenges. Extreme crises. Nothing will stop Concern fighting extreme poverty. Our teams on the ground are working together with people living in the most difficult situations, to bring about lasting change to lives, livelihoods and communities.

We provide life-saving and life-changing support to communities around the world who are most vulnerable to crises. From rapid emergency response to our innovative programming in health and nutrition, livelihoods and education, we go to the hardest to reach places to make sure that no-one is left behind

OUR VISION FOR CHANGE

We believe in a world where no one lives in poverty, fear or oppression; where all have access to a decent standard of living and the opportunities and choices essential to a long, healthy and creative life; a world where everyone is treated with dignity and respect.

OUR MISSION

Our mission is to permanently transform the lives of people living in extreme poverty, tackling its root causes and building resilience.

SECTION 2: JOB DESCRIPTION

Post Title:	Administration and Facilities Officer
Employer:	Concern Worldwide (UK)
Contract Length:	This is a part-time role based on 4 days working week (28 hours per week - 0.8fte), with the possibility of reducing to 3 days per week (21 hours per week - 0.6fte) for the ideal candidate.
Reports to:	Director of Concern Worldwide, Northern Ireland (NI)
Direct reports:	None
Liaises with:	Director of Concern Worldwide, NI NI and Republic of Ireland (ROI) staff based in NI UK Supporter Care Team Finance teams (UK and ROI) UK and NI Fundraising and Retail teams Facilities Manager (ROI) UK HR Team UK Compliance Manager Dynamics 365 Team External suppliers
Location:	Belfast - this post is hybrid with Mon-Thurs office based and Friday's working from home. This is a great opportunity to be part of a vibrant team focused on transforming the lives of people living in extreme poverty.
Start date:	As soon as possible following appointment

OVERALL PURPOSE OF THE JOB:

We are seeking an organised, proactive, and resourceful Administration and Facilities Officer to support the Northern Ireland Director in ensuring the smooth day-to-day running of the office. The role will ensure:

- The efficient operations and facilities co-ordination of our Northern Ireland (NI) office
- Provide administrative support to the NI Director
- Facilities and admin support to the NI retail function when required

The successful candidate will play a pivotal role in fostering a collaborative and well-organised office environment, enabling the Concern NI team to effectively develop and grow as a regional team.

KEY DUTIES:

General Office Facilitation

- **Reception Management:** Serve as the first point of contact, managing reception duties, organising displays, dealing with post administration and setting up point-of-sale materials.
- **Office Operations:** Oversee daily office functions, ensuring a functional, safe, and welcoming environment.
- **Supplier Management:** Manage relationships with suppliers for office supplies, equipment, and inventory, ensuring cost-effectiveness and environmental consciousness. This will include ordering stationery, IT and other equipment, purchasing consumables and dealing with deliveries as needed. Manage all relevant contracts in 365, including pending contract renewals / expiry dates with vendors and suppliers.
- **Inventory Management:** Maintain office supplies, including stationery and kitchen essentials, implementing a tracking system to manage stock levels efficiently.
- **Maintenance Management and Coordination:** Manage and coordinate maintenance, repairs, and service contracts with suppliers and contractors across the Belfast office.
- Manage relationship with landlord (Friends Society) of Concern's offices located in the Friend's Society building on Frederick Street. collaborating on shared resources and premises, to ensure cost effectiveness and to maximise security and safety and maintenance of the buildings.
- **Health and Safety Compliance:** Ensure compliance with health and safety regulations, including conducting DSE and HSE risk assessments, managing fire safety, first aid, and allergy training, and maintaining emergency procedures working with the Supporter Care Manager and HR team.
- **Budgets:** Monitor budgets for office expenses and facilities, track expenditures, report variances, and manage purchase orders uploading to GP and overseeing approval.
- **Financial Administration:** Handle petty cash management, credit card reconciliations, and expense processing, including submitting Adobe documents and coordinating with the Finance team.
- **IT Coordination:** Liaise with HR and IT departments in London and Dublin to manage staff equipment needs, including ordering and setting up new hardware, auditing existing equipment, and ensuring technological resources meet office requirements.
- Keep the asset register up to date; process completed risk assessment forms and process orders to ensure available equipment is ordered.
- Other adhoc IT tasks as required.
- **Promotional Materials Management:** Oversee fundraising and promotional stock, track inventory, assess needs, and assist in getting quotes for and ordering new materials.

Administrative Support for NI Director

- Provide administrative support, preparing for Board meetings, taking minutes, and handling work related expenses.
- **Document Preparation:** Assist in preparing reports, presentations, and communications as required.
- **Stakeholder Liaison:** Act as a point of contact for internal and external stakeholders on behalf of the NI Director.

- **Meeting Coordination:** Set up the boardroom and audiovisual equipment for presentations, board meetings, and team gatherings.

Support to Retail Network

- **Retail Property Support:** Assist the Retail Development Manager with all administrative property related matters, to include co-ordination and maintenance of Shop Health & Safety reviews, shop repairs and maintenance. Maintain records related to retail property operations, such as lease agreements, compliance documents, and performance reports.

Cross-Functional Collaboration

- **Interdepartmental Coordination:** Collaborate with finance, HR, and other teams to ensure process alignment and adherence to organisational policies.
- **Meeting and Event Support:** Coordinate team meetings and events, providing logistical support and ensuring follow-up actions are completed.
- **Communication Hub:** Serve as a central communication point across departments within the NI Office.
- **Resource Management:** Manage room bookings and update shared team calendars to facilitate smooth operations.

General Duties

- **Organisational Values:** Uphold and promote Concern's values, ensuring equality, diversity, and inclusion in all activities.
- **Ad Hoc Projects:** Handle additional projects and tasks as assigned by the NI Director, Supporter Care Manager and Retail Development Manager.
- **Process Improvement:** Continuously seek opportunities to enhance office efficiency and team collaboration.

Any other duties which are reasonably requested and fall within the parameters of the grade and responsibilities of the post.

CONDITIONS OF APPOINTMENT

Salary Band: GB4

Salary: £24,060–£26,732.80 per annum based on 28 hours per week.

Full-time equivalent: £30,075–£33,416 per annum based on 35 hours per week.

New employees typically start at the beginning of their pay band.

This is a **permanent, part-time** post based on 4 days working week (28 hours per week - 0.8fte), with the possibility of reducing to 3 days per week (21 hours per week - 0.6fte) for the ideal candidate. The normal full-time working week is 35 hours.

The successful post holder will be required to complete a Basic AccessNI check and sign a criminal

records self-declaration form.

Concern disclaimer

Safeguarding at Concern: Code of Conduct and its Associated Policies

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including criminal background checking.

Equal Opportunities

Concern Worldwide is an equal opportunities employer.

Data Protection

Information that you submit through this Site may be transferred to Concern offices outside of the European Economic Area. Concern respects your privacy, and has security procedures in place to protect your data at all times. Please see the links below leading to our Privacy Statement and Terms and Conditions for more details.

Your Personal Data – Fair Processing Notice

During this job application, you will provide Concern with your personal data. Concern takes its responsibilities towards this personal data very seriously and is committed to complying with all relevant data protection legislation. Concern uses this information to consider your suitability for this position and may contact you to call you for an interview. Your data may be shared internally to consider this application. Concern will not use your data for any purpose other than assessing your suitability for filling a vacancy with Concern. If Concern determines you are not best suited to the role you have applied for, but there is another role which may interest you, Concern may contact you in relation to that role. If you do not want Concern to contact you in relation to other roles please let us know. Concern will store your data securely. Your Concern applicant profile will be deleted automatically after 18 months of inactivity. You may request Concern delete your profile at any time by contacting your recruitment contact person or dpo@concern.net

You have the right to access data held by Concern about you at any time. Under certain circumstances, you have the right to have all data held by Concern about you erased. You have the right to have incorrect or incomplete data rectified and to have processing restricted. You have the right to complain to the Office of the Data Protection Commissioner if you feel Concern has acted inappropriately in relation to the collection or processing of your personal data. For more information in exercising these rights please contact your HR focal person or dpo@concern.net.

If you are not satisfied that the processing of your personal data above be carried out by Concern, please do not apply for this position.

Submitting an Application

By submitting an application to Concern via this Site, you thereby certify that you have not knowingly withheld any information that might adversely affect your chances for employment and that the information you have provided is, to the best of your knowledge, true, complete and accurate. You further certify that you have personally completed any application submitted in your name. You understand that any omission or misstatement of material fact on any application or on any document used to secure employment shall be grounds for rejection of such application or for immediate discharge if you are employed, regardless of the time elapsed before discovery

Concern does not guarantee the availability of any job advertised on the Site and will not be responsible should Concern have filled a vacancy at any time prior to the removal of the advertisement from the Site.

Policy on Preventing Diversion of Organisational Resources

Concern receives a substantial amount of funding from external donors each year. Increasingly donors are introducing requirements whereby future funding is conditional on Concern ensuring that the names of any new employee or volunteer do not appear on watch lists of suspected terrorists maintained by international organisations. These include:

- The European Union (List of person, groups and entities to which Regulation EC No. 2580/2001 applies;
- The US Government (Office of Foreign Assets Control list of specially designated Nationals and Blocked Persons); and
- The United Nations (Consolidated List)

In some circumstances, an offer of employment (either paid or voluntary) with Concern Worldwide will only be made once a clearance check against these lists has been conducted. Any such checks will be done in full compliance with the appropriate Data Protection legislation. For additional information please consult our web site or contact the Human Resource Division in our Head Office. By submitting a formal application to Concern for paid or voluntary employment, you agree to Concern carrying out a clearance check as outlined above. Please be aware that Concern will not proceed with your application should your name appear on any of the aforementioned lists.

In certain circumstances, donors may request that personal data relating to employees to work on the activities that they fund be provided directly to them - so that they can perform their own counter terrorism checks. This may involve transferring some basic personal data outside the EEA. It will be a condition of your employment contract that Concern be allowed to share this information with institutional donors for these purposes. Concern will ensure that the institutional donor has appropriate safeguards are in place to protect your data from unauthorized access or use. Concern will not comply with such requests without first seeking the employees' agreement. Where such agreement is withheld, Concern may however not be able to employ (or continue to employ), the individual concerned.

For additional information please consult our web site or contact the Human Resource Division in our Head Office.

You have certain rights under data protection legislation. For more information on how to exercise those rights please visit <https://www.concern.org.uk/privacy-statement>

Concern Worldwide is an equal opportunities employer and welcomes applications from all sections of the community.

SECTION 3: ESSENTIAL SHORT-LISTING CRITERIA

Experience & Knowledge

- Experience in financial administration tasks (e.g., petty cash, expense processing, purchase orders).
- Familiarity with health & safety regulations and compliance (e.g., risk assessments, fire safety, first aid).
- Experience coordinating with multiple stakeholders, such as suppliers, landlords, fundraising teams, and senior management.
- Experience in a supporter care, customer service, or donor relations role, handling inquiries professionally.

Skills & Competencies

- Excellent organisational skills, with the ability to multi-task and manage competing priorities.
- Strong interpersonal skills (verbal and written), with the ability to liaise effectively with internal and external contacts, working as a team and contributing your ideas
- Strong administration skills and attention to detail and accuracy in record-keeping, document preparation, and financial processing.
- Confident in IT and picking up new systems
- Good working knowledge in Microsoft Office (Word, Excel, Outlook) and ability to work with CRM/databases (e.g., Dynamics 365 or similar).
- Ability to problem-solve and improve processes to enhance efficiency in office operations.
- Ability to multi task and handle a varied role
- Good time management, self-motivated and ability to meet deadlines

Personal Attributes

- **Proactive and resourceful**, with the ability to work independently and take initiative.
- Ability to handle **confidential information** with discretion and professionalism.
- Strong **commitment to the values** of an international development charity, including diversity, equality, and inclusion

ENHANCED SHORT-LISTING CRITERIA

- Experience in the charity or fundraising sector.
- Experience in event coordination or supporter engagement activities.
- Understanding of budget management and supplier contracts

Concern will shortlist only those candidates whose applications demonstrate that they meet the essential requirements for this position. In certain circumstances, enhanced criteria may be applied during the shortlisting process.

Should a substantial number of candidates satisfy the minimum shortlisting criteria, preference will be given to those who can demonstrate the enhanced criteria.

PLEASE NOTE:

It is essential that applicants provide comprehensive details within the application form demonstrating how they fulfil the required experience and competencies. Simply listing previous positions held is insufficient. No assumptions will be made regarding skills and experience based solely on job titles.

SECTION 4: VACANCY APPLICATION FORM

- Please **type** or write clearly in **black ink in block capitals**
- All information will be treated in confidence and will be used by Concern Worldwide to assess your suitability for the post
- Candidates will be short listed on the basis of information contained in this application and checklist

Post Applied for:		
Reference:		
Closing Date:		
Where did you see post advertised?		
PERSONAL INFORMATION		
Family Name:		
Forename(s):		
Address:		
		Postcode:
Day Tel:		
Evening Tel:		
Mobile Tel:		
Email:		
National Insurance No:		

QUALIFICATIONS AND TRAINING

Type of Exam (GCSE, NVQ, A Level, Degree etc.)	Subject	Grade / Result

EMPLOYMENT HISTORY**Present employer**

Dates of Employment:	Name & Address of Employer	Job Title and summary of main duties and responsibilities	Reasons for leaving
From: To:			
Current Salary:		Current Notice Required:	

Previous Employment

Dates of Employment:	Name & Address of Employer	Job Title and summary of main duties and responsibilities	Reasons for leaving
From: To:			
From: To:			

Previous Employment <i>continued</i>			
Dates of Employment:	Name & Address of Employer	Job Title and summary of main duties and responsibilities	Reasons for leaving
From:			
To:			
From:			
To:			
REFERENCES			
<p>All offers of employment are subject to receipt of satisfactory references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post.</p>			
First Referee:		Second Referee:	
Name:		Name:	
Address:		Address:	
Postcode:		Postcode:	
Tel:		Tel:	
Email:		Email:	
Occupation:		Occupation:	
Relationship to you:		Relationship to you:	
DECLARATION			
<p>I declare that the information on this form and any attachments is correct and complete.</p> <p>I understand that to withhold, falsify or omit any relevant material fact(s) will lead to disciplinary action, including dismissal in the case of a successful applicant. I authorise the verification of any or all of the information listed on this form and any attachments.</p>			
Signature:		Date:	

If you are submitting your application online or by email please print your name in the signature box.

SECTION 5: JOB COMPETENCIES

Short listing Criteria - Job Competencies

Concern Worldwide (UK) will shortlist for interview only those applicants who appear from the available information to be the most suitable candidates for the post in terms of relevant skills, experience and ability.

It is therefore essential that applicants fully describe how they meet each particular requirement, including relevant timescale/duration (i.e. provide dates), of the Short-listing Criteria and possible Enhanced Short-listing Criteria as provided in Section 3 of this document.

To meet the short-listing criteria, applicants must demonstrate experience and competency in the following areas:

1. Describe your experience in a supporter care, customer service, or donor relations role, and give examples of when you have handled inquiries professionally. (Max 2500 characters)

2. Give examples of how you have managed financial administration tasks (e.g., petty cash, expense processing, purchase orders). (Max 2500 characters)

3. Demonstrate how you show an understanding of health & safety regulations and compliance (e.g., risk assessments, fire safety, first aid). (Max 2500 characters)

4. Give examples of your experience of coordinating with multiple stakeholders, such as suppliers, landlords, fundraising teams, and senior management. (Max 2500 characters)

5. Give examples of your organisational skills and how you multi-task and manage competing priorities. (Max 2500 characters)

6. Give examples of how you use communication skills (verbal and written) to liaise effectively with internal and external contacts. (Max 2500 characters)

7. Give examples of your ability to pay attention to detail and show accuracy in record-keeping, document preparation, and financial processing. (Max 2500 characters)

8. Give examples of your experience using Microsoft Office (Word, Excel, Outlook) and give examples of your experience working with CRM/databases (e.g., Dynamics 365 or similar). (Max 2500 characters)

9. Give examples of your when you have had to problem-solve and improve processes to enhance efficiency in office operations. (Max 2500 characters)

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10. Please provide an example that demonstrates your ability to manage multiple tasks and competing priorities. In your response, describe how you organised your time, worked independently, and used your initiative to meet deadlines. (Max 2500 characters)

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11. Explain how you have handled confidential information with discretion and professionalism. (Max 2500 characters)

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13. Describe how you demonstrate a strong commitment to diversity, equality, and inclusion. You may draw on experience from any sector or your own lived experience. (Max 2500 characters)

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14. Enhanced criteria:

Give examples of your experience in the charity or fundraising sector. (Max 2500 characters)

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15. Enhanced criteria:

Give an example of your experience in event coordination or supporter engagement activities.

(Max 2500 characters)

16. Enhanced criteria:

Please outline your experience of managing budgets and working with supplier contracts.

(Max 2500 characters)

SECTION 6: EQUAL OPPORTUNITY RECRUITMENT MONITORING FORM: SM-BEL: 21

Concern Worldwide (UK) is committed to promoting equality, diversity and an inclusive and supportive environment for staff and volunteers.

In particular Concern Worldwide will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

Introduction:

We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

Community Background:

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

a member of the Protestant community:

a member of the Roman Catholic community:

not a member of either the Protestant or the an Catholic communities:

If you do not answer the above question, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.

Sex: Please indicate your sex by ticking the appropriate box below:

Male:

Female:

Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

Thank you for your cooperation in completing this form.

SECTION 7: RETURNING YOUR APPLICATION

IF YOU ARE RETURNING YOUR APPLICATION FORM BY POST:

Please place this Monitoring Form (Section 6) in a separate envelope marked **Monitoring Form** and return with completed Sections 4 and 5 to:

The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW

This Monitoring Form (Section 6) will be kept separate from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

IF YOU ARE RETURNING YOUR APPLICATION FORM VIA OUR WEBSITE OR BY EMAIL:

NB Please return **ALL** pages as one document.

If you are returning your application via our website, please upload your complete application document to the relevant job application page at www.concern.net. If you are returning your application by email please send your complete application document to ukhrenquiries@concern.net. This Monitoring Form (Section 6) will be detached from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

ALL APPLICATIONS MUST BE RECEIVED BY: 19th April 2026

- Late applications will not be considered
- Applications that are not fully completed will not be considered
- CVs will not be considered

FIRST ROUND INTERVIEWS ARE SCHEDULED TO TAKE PLACE ON: w/c 27th April 2026

If you have any queries about anything in this information pack please contact:

Concern Worldwide
47 Frederick Street
Belfast
BT1 2LW

Telephone: 028 9033 1100