

PERSONAL ASSISTANT BACKGROUND INFORMATION FOR APPLICANTS

Our purpose

Together, we champion charities and volunteers. The compassionate people who make a daily difference. The collective impact made across the country. For stronger communities. For everyone. Everywhere.

Our mission

We unite to champion the remarkable role of charities and volunteers. By speaking up and supporting each other to make a bigger difference. Whoever you are. For every community. Join us.

Our values

A part of our recently completed strategic review we've refreshed our values. We want our new values to inform our everyday work, helping us to make decisions.

- **Open.** We'll be open about how we work and how we make decisions, and the things we learn along the way.
- **Collaborative.** We'll work with our members and with the people and organisations who want charities and volunteering to thrive.
- **Inclusive.** We'll ensure that our work is inclusive of all voices, bringing the experience and insights of our diverse membership to shape what we do and how we work.
- **Ambitious.** We'll be ambitious for charities and volunteers as our society recovers and rebuilds, in the knowledge that they continue to provide essential support to communities across the country.

Who we're looking for

From local and national support services to green spaces, sports clubs, museums and the arts, voluntary organisations and volunteers are a vital part of communities across the country. As the membership community for charities and voluntary organisations, NCVO has championed volunteers and the voluntary sector for over a hundred years.

We're looking for a person who is passionate about delivering an excellent service and keen to join a high-performing team. You will be able to deal with a high number of competing tasks, extremely well organised and proactive.

Please also see the job description for full details.

Equity, diversity and inclusion

NCVO is fully committed to equity, diversity and inclusion. We want this to be reflected in the diversity of the people who work for us. We welcome applications from people from all backgrounds and identities. We particularly welcome applications from under-represented groups in the voluntary sector and those with diverse, lived experience.

To help us achieve this, we aim to make our recruitment process fair. We judge the application, not the person. When we receive parts one and two of your application forms, the human resources (HR) team will separate your personal details before passing to the interview panel. This means the interview panel will only shortlist based on the knowledge, skills and experience you tell us about, and how well they meet the person specification set out in the job description.

If you tell us you're disabled (according to the Equality Act 2010) and your application meets the minimum criteria for each specification listed in the job description, we'll interview you for the role. We'll make reasonable adjustments during each recruitment stage to ensure it's inclusive and works for you.

Working at NCVO

NCVO is located in modern, accessible offices, in Regent's Wharf, London N1. The building is owned by NCVO, and most of our staff are located on the fourth floor. In addition, we have charity tenants (second and third floors).

NCVO employs approximately 80 staff.

NCVO offers attractive benefits including:

- 25 days annual leave (for full time staff and pro-rata for part-time staff) and office closure between 25 December and 1 January inclusive. After three years' service annual holiday increases to 27 days, and after five years to 30 days, (pro rata for part time staff)
- the option to purchase or sell up to five more days each year
- five days volunteering leave (pro rata for part-time staff)
- two and a half extra 'wellbeing' days off during the year
- enhanced pay for sick/maternity/adoption leave
- subsidised gym membership
- season ticket loan
- flexible working, including opportunities to work from home/off site
- monthly homeworking allowance for permanent homeworkers
- monthly office worker allowance for those who have to work from the office on a daily basis
- generous employer pension contribution of up to 8.5% of salary, into our stakeholder pension scheme (linked to employee contribution)
- training and development opportunities

- the opportunity to join Hospital Saturday Fund health cash plan for free at the basic level of cover, or at a reduced rate for other levels of cover
- 24-hour free and confidential employee assistance programme.

Our new strategy

Our new strategy focuses on four goals, underpinned by new values.

1. SUPPORT: Enabling charities to make a bigger difference

We exist to make life easier – so that charities and volunteers can focus on making a difference. We'll bring members together to find solutions to common problems.

We'll:

- provide practical support on the things that organisations rely on, such as funding, staff and HR, recruiting and managing volunteers, leadership and management
- harness our sector's collective power; pushing for the best possible environment for charities and volunteering to thrive
- create spaces to explore, discuss and change the complex challenges we face.

2. AMPLIFY: Speaking up with charities and volunteers

Every day, charities make a difference to millions of lives. Demonstrating the strength and breadth of our sector, we'll work tirelessly to ensure that both the public and decision makers recognise the essential role that charities and volunteers play.

We'll:

- influence the national conversation about the role of charities and volunteers
- work with our members to build stronger relationships with decision makers
- build on the strong evidence base we have already, ensuring that the stories of all our members are heard, and not just those with the loudest voices.

3. CONNECT: Uniting people who want charities to thrive

We're stronger as a sector when we come together. Charities and volunteers need a support system that can grow and sustain voluntary action. We'll focus on strong relationships at the core of what we do.

We'll:

- create connections across our membership and networks to facilitate learning, collaboration and the development of ideas
- work with organisations large and small, from every corner of the country and every part of the sector, recognising their different and complementary strengths

- strengthen our partnerships with local and national infrastructure, working together on the things that matter to our members
- put our members at the heart of everything we do, taking a more collaborative approach and involving people wherever there's insight and ambition. With fewer resources available, we'll need to be more adaptable, more efficient and work with others to achieve our ambitious strategy.

4. EVOLVE: Embedding and sharing new ways of working

We'll:

- work collaboratively and openly to ensure that we're building on the best insight, evidence and good practice, and be more open about our successes and failures
- continually adapt our approach to supporting charities and volunteers
- increase our reach and meet changing needs through digital and through stronger partnerships
- support our people to thrive in their roles and deliver our ambitious strategy, whether working from home, in the office, based with our members or in communities
- become a more equal, diverse and inclusive organisation.

Vacancies at NCVO

All vacancies at NCVO are listed on our website: www.ncvo.org.uk/about-us/work-for-us.

If you have any questions about our vacancies, you can contact our HR team via email: recruitment@ncvo.org.uk.

Please note, due to limited capacity, we're not able to respond to or provide feedback on every application received. If you haven't heard from us by the interview date listed in the advert, unfortunately you haven't been successful in your application.

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