



**The Queen's Award
for Voluntary Service**



JOB DESCRIPTION: Advocacy Research & Admin Officer

- Responsible to:** SEFF's Advocacy Manager/ SEFF's Office Manager
- Location office:** Available in either- Lisnaskea or Lisburn
- Hours of work:** 20 hours per week- Funded until 31st March 2022
(maternity cover- pending funding confirmation this post is likely to be extended)
- Salary:** £11,065 Per Annum Gross (for 20 hours) + 6% pension
Payable monthly in arrears

Background

South East Fermanagh Foundation (SEFF) was founded on 15th August 1998 to provide practical and emotional supports for a large number of individuals who had been through traumatic experiences as a consequence of 'The Troubles.'

Over the years SEFF's development as a provider of services for victims/survivors has evolved and in the last four years, additional focus has been given to developing the case of need for victims/survivors based in Great Britain and Republic of Ireland, ensuring they also have access to support services alike their Northern Ireland counterparts. The organisation now stands at over 1,200 individual members and their associated families.

Currently SEFF has five hubs for service delivery; Lisnaskea, County Fermanagh. Newtownstewart, County Tyrone. Rathfriland, County Down, Lisburn, County Down, Bessbrook, South Armagh and London.

Job Description

The key elements that constitute the role of the Advocacy Support Worker are as follows:

- To provide general administration support to SEFF's Advocacy Support Service
- To assemble monitoring and evaluation data from Advocates required to be submitted to VSS (Working collaboratively with SEFF's Monitoring Officer)
- To conduct appropriate research under the direction of The Advocacy Support Manager(s)

In furtherance of the above:

- Dealing with telephone, post, email and 1-1 meeting enquires as appropriate, including referring on to other staff.
- Producing leaflets, posters, produce letters/correspondence and other publicity materials in conjunction with the guidance of The Advocacy Support Manager(s)
- Production of monthly AfIV Newsletter (under guidance of Advocacy Support Manager(s)
- Maintain up-to-date records as appropriate using relevant I.T packages.
- Archiving - Responsible for maintaining an effective and efficient archive system + ensuring material is filed by via a system which all staff understand along with relevant document destroy dates.
- To update the organisation's website and Facebook pages.

Other responsibilities

- Other tasks as required commensurate with post

Role Competencies

Essential

- Minimum of 5 GCSE's (A-C) or equivalent with English and Maths included.
- Experience in conducting Research, presenting in report format including a developed understanding of the core principles involved.
- Experience of applying monitoring and evaluation software in measuring quantitative and qualitative outcomes of victims and survivor-based services or other community based projects.
- Experience in general administration duties within a busy office based environment.
- Excellent organisational skills and ability to prioritise workload.
- Experience in using Microsoft Office (including Word, Excel, PowerPoint and Publisher)
- Valid full Driving licence or demonstrate ability to travel as per the requirements of the post.

- **Desirable**

- Previous experience of working or volunteering within the victim and survivor sector providing support to those impacted by 'The Troubles.'

- Website design and/or updating information on websites and knowledge of social networking and managing various applications ie Facebook, Twitter etc.