



Careers Information Pack Operations Administrator

**Empowering
people with
dementia
to live well**

Hello

I'm Clare Watson,
the CEO of Dementia NI.
Thank you for your
interest in joining our
team and being part of our
life-changing charity.





Dementia NI is a unique and dynamic local organisation.

Working alongside people with dementia, our goal is to empower them to live well with dementia for as long as possible. Our members are all individuals living with a diagnosis and are at the heart of everything we do.

We were set up in 2015 by five people living with dementia, who felt the voices of people with dementia weren't being heard. Alongside our members, we have made considerable progress in those ten years. I'm proud of the achievements our members have made, in raising awareness of dementia, breaking down the stigma that still exists and driving change in dementia policy and services.

We're excited about the future and will continue our unique work with our members, helping them have a voice in decisions that affect their lives.

We're also looking forward to welcoming new members and supporting more people living with a diagnosis of dementia across Northern Ireland to live well with dementia.

We cannot do this work alone but together with our incredible members, volunteers and staff, we can make real and lasting change for more people with a diagnosis of dementia. Thank you for your interest in working for us and helping to support the fabulous work and achievements of our members.

Clare Watson

Clare Watson
CEO



Our Organisation

Dementia NI is a local member led charity driving positive change for people living with dementia. We promote the right for people with dementia to be involved in decisions that affect their everyday lives.

By raising awareness, our members challenge the stigma of a diagnosis and offer support to others who are in the same boat and living with the symptoms.

Our Vision

**Everyone
Living
well with
dementia**

Dementia NI was set up by five people with dementia to enable them to have their voices heard and improve services for themselves and others. They felt that too often the voice of the person with dementia was not being heard and due to that stigma people were sometimes even afraid to talk to them. The founding members also wanted to raise awareness about what dementia is and to challenge the stigma they have to face on a daily basis, even in simple ways like the phrases used – NOT ‘dementia sufferer’ and instead a ‘person living with dementia’.

People with dementia are, and always will be, at the heart of our organisation. We want to work together to ensure that people with dementia are empowered to make their own decisions, have their voices heard and have the opportunity to live well with the right support from the point of diagnosis throughout their dementia journey.

Our Mission

**People
with
dementia
driving
positive
change**

Our Aims

Challenge the stigma of having a diagnosis of dementia

Empower members to campaign for the rights of people living with dementia

Support members to lead in awareness-raising and changing perceptions of dementia

Our Values

Dementia NI’s communication and structure is underpinned by the principles of our existing values:

- **Member led**
- **True to our purpose**
- **Being heard, understood and respected**
- **Inclusive and accessible**

Our Teams

Board of Trustees



Board of Trustees

We have a skilled and dynamic Board of Trustees, committed to ensuring strong governance and strategic direction for Dementia NI.

Reflecting the ethos of Dementia NI, our Board of Trustees includes board members with a diagnosis of dementia.



Development

Our Development department is made up of our Empowerment Team and our Campaigns and Membership Team.

Our Empowerment Team supports our members and facilitates our Empowerment Groups. Our 'In The Same Boat' service enables people to share experiences of what it is like living with dementia.

Our Campaigns and Membership Team supports member involvement in governance. The team also supports members to campaign for change, ensuring their experiences help drive positive change for people with dementia.

Operations

Our Operations Team provides administrative and practical support for the delivery of our organisation's objectives.

It provides vital support to our Fundraising Team and works collaboratively across the organisation - consulting, developing and implementing efficient systems which underpin our work and contribute to our ongoing success.

Fundraising

Our Fundraising Team is dynamic and innovative, committed to raising funds and awareness for Dementia NI. Whether it's community, corporate, individuals or In Memory, every donation counts and every donor matters.

Public donations are vital in delivering our life-changing work and our staff, members and volunteers all work together to help us achieve our goals. As your local dementia charity, we are proud that every pound raised, stays here and is spent here, empowering people across Northern Ireland to live well with dementia.

Communications

Our Communications Team promote our life changing work and services, amplifying the voices of our members & providing them with opportunities to challenge the stigma and change the conversation around dementia.

This team is responsible for engaging with our supporters and wider audiences to demonstrate our impact, share our key messaging and ensure our members voices are heard.

Member Story



Dementia NI Member Martin Murtagh, from Belfast, shares the journey he went on to accept his diagnosis and how the support he received from Dementia NI changed his life.

Realising something was wrong

I went to see my GP because I knew I was forgetting stuff and doing strange things like leaving the cooker on all night and leaving the taps on. My GP picked up on what was going on quickly. She sent me to the hospital to see a consultant who did tests to diagnose it. I was very truthful about what was happening. I didn't want to kid myself because I knew something wasn't right.

Eventually I had a brain scan done and my consultant sent for me very quickly after that. When she broke the news, I was in shock but I kept myself together.

Struggling to accept my diagnosis

I was diagnosed with Alzheimer's Disease. I was 63 at the time. At first, I was in denial and convinced that it must be a mistake. There was so much going on in my head. I was worried that life as I knew it was over.

After the diagnosis, I had begun going to a day centre for people with dementia but the people there were in a more advanced stage of the condition than I was. I stuck with it for a couple of months and went on outings and out for dinner with them. I appreciated the support but it wasn't the right place for me.

One day I came home from the day centre feeling a bit depressed. I told a lady from the charity Age NI, who would come in to take me out during the week, why the day centre wasn't working for me. She put me in touch with Dementia NI and I haven't looked back!

Finding Dementia NI

The day I went to my first Dementia NI peer support meeting, my life changed. I was hooked right away!

The Dementia NI Empowerment Groups are brilliant. I take great comfort in being able to talk to other people in the early to mid stages of dementia who know exactly what

it's like for me. Plus the craic is ninety. I've never seen anyone come along to one of those Groups and not come back!

If I hadn't been introduced to the Dementia NI Empowerment Groups, I might not be here. I'm convinced my dementia would've been more advanced. Those Groups are the best thing that could've happened to me.

I understand that some people might be reluctant to be diagnosed. But people need to know that it's important to diagnose dementia in the early stages. Okay, so you've still got dementia, but there's more medication available now than ever before so at least you can get some treatment.

And if you're diagnosed in the early to mid stages you can come along to the Dementia NI Empowerment Groups to meet others in the same boat and learn new things.

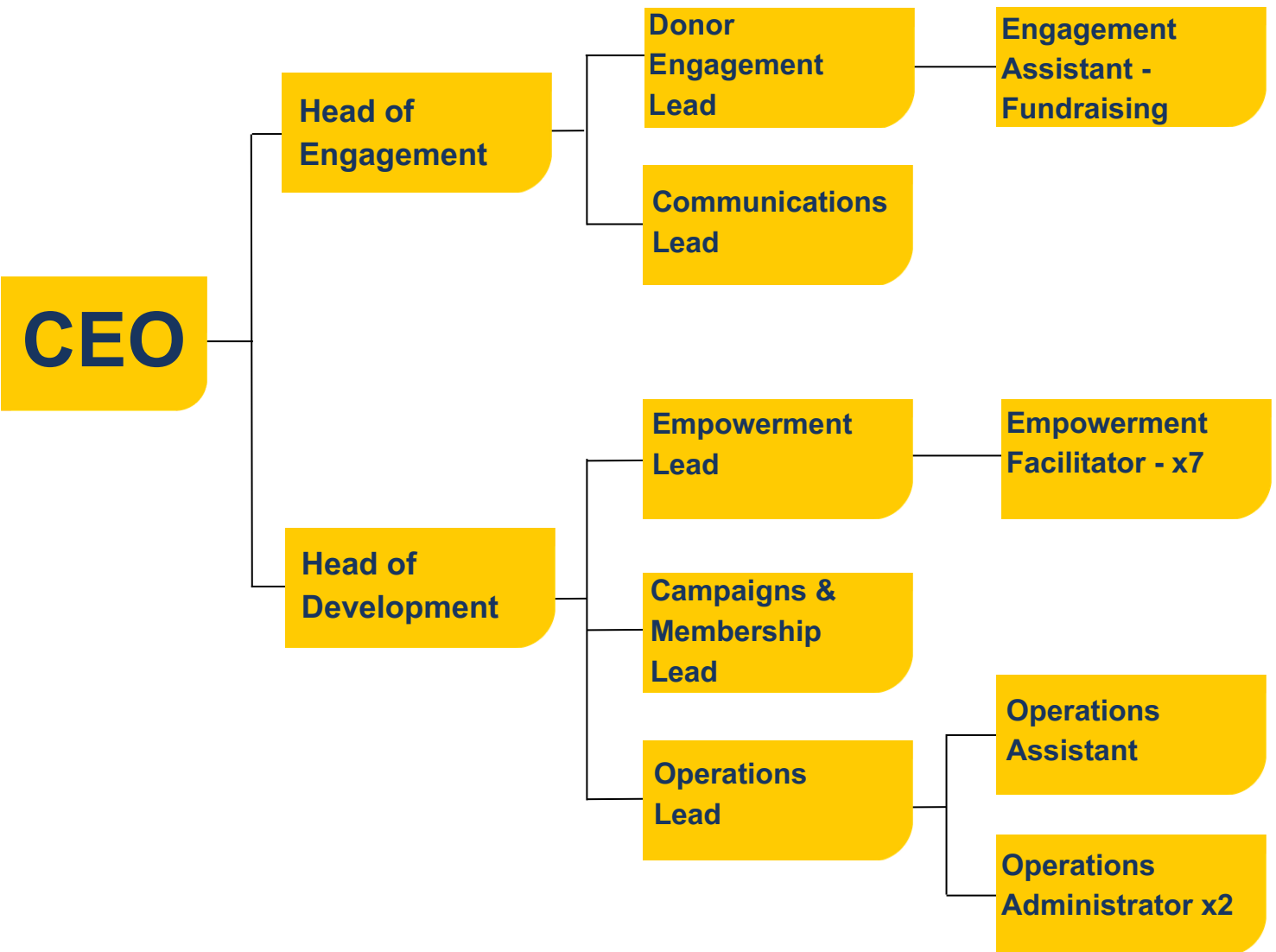
Working to challenge stigma

These days, I do a lot of work with Dementia NI to help people understand dementia better and reduce the stigma around it. Recently, I was pressing for Dementia NI members to be given ID cards. I knew the cards would help us to communicate our diagnosis when we're out and about and enable us to access support more easily.

Everyone in my district knows I have dementia. I don't hide it from anyone and I have never denied it. People are very accepting and have said to me, "Fair play to you Martin for getting on with things."

While the tablets may help, there is no magic cure for dementia and you need to help yourself and have a bit of willpower. Sometimes I have the urge to go into town on my own but I can't because I've gone missing on a few occasions in the past. But I'm about eight years on from my diagnosis now and I'm still enjoying life.

Our Structure



“My Induction into Dementia NI has been exceptional. The team have been so welcoming and supportive, and I have been given time to shadow others and get to know my job really well.

Excellent organisation to work with, very professional and they clearly value their staff.”

Diane Wilson, Empowerment Facilitator



Benefits of working with Dementia NI

At Dementia NI, we want you to have the tools you need to help empower and support people living with dementia.



Health and wellbeing

Your wellbeing is important to us at Dementia NI. We aim to give you the environment you need to lead a healthy life.

Our wellbeing offer includes:

- We provide 25 days paid annual leave. After 24 months this increases each year to reach 30 days paid annual leave.
- As well as the standard ten days of bank holidays per year, we offer an additional day on 13th July and an additional day at Christmas.
- We're a member of the Work Well, Live Well programme. You can get involved and help us develop our three year wellbeing action plan. This includes the appointment of a staff Health Champion and Mental Health First Aider.
- A 24-hour counselling and support helpline service is available through our health insurance scheme.
- We offer wellbeing breaks - 1:1 coffee breaks with other staff members.

Flexible working



We want everyone at Dementia NI to have the best work/life balance. Your line manager will work closely with you to make sure your schedule works for all. Depending on your role you may have the option to work partly from home and partly from the Dementia NI office, work part-time or modify your working hours. We have a great office space with access to outdoor space and free parking.

Health Care Plan



Dementia NI has a policy with Health Shield which gives you benefits towards aspects of your health care such as dental, optical and physiotherapy appointments. You'll also have access to My Wellness services which include direct access to a GP, a 24-hour counselling helpline and discounts from great brands.

Pension Scheme



Dementia NI provides a workplace pension scheme through People's Pension with a 5% employer contribution. Dementia NI also offers a salary exchange option for pension contributions to our employees

Training and development



We'll work with you to ensure you get the right training for your role. We know you're passionate about offering high quality support to people with dementia. Our resources will help you grow your skills and confidence.

"I provide support to ensure the smooth running of the organisation. It's a diverse role with opportunities to collaborate with colleagues and teams across the organisation.

A highlight for me is being part of a supportive team who are genuinely passionate about our shared vision."

**Rebecca Crilly,
Operations Assistant**



Introduction to Role: Operations Administrator

Thank you for your interest in the Operations Administrator role at Dementia NI.

As Dementia NI continues to grow, we're taking the next step in making sure we achieve our strategic goals. That means we are investing in our operations team, with the recruitment of two administrator roles.

This is an exciting time to join our growing operations team. Our team works behind the scenes to keep everything running smoothly, supporting the day-to-day activities of our charity.

This role would suit someone who has great organisational skills, is an effective communicator, and has the ability to manage multiple priorities.

If you have these skills and the ability to work on your own or as part of team, then this could be the role for you.

If you're excited by this opportunity and want to be part of a charity making a real difference for people living with dementia, I'd love to hear from you.

I look forward to reading your application and learning more about you and your interest in the role.

Amy McCorry

Amy McCorry
Operations Lead

Job Description

Job title:	Operations Administrator
Grade and salary:	Salary scale £26,228 to £27,775 FTE (point 1 on scale)
Hours:	28 - 37.5 hours per week Some additional hours and travel may be required throughout the year and TOIL is given in lieu.
Responsible to:	Operations Lead
Location:	Belfast office; with the option for home working one to two days per week
Contract:	Permanent

Context

This is an exciting time to join Dementia NI and our growing operations team. We are a local, dynamic charity, whose profile and impact are making a difference for people living with dementia.

The role of Operations Administrator will provide efficient operational administration support across the organisation.

Job Purpose

You will play a key role in providing effective and timely administrative support to our organisation, supporting the smooth day-to-day operation of our charitable activities.

Key Responsibilities

<p>Operations Admin:</p>	<ul style="list-style-type: none"> • Provide efficient, professional administrative support to ensure the smooth day-to-day operation of the organisation • Provide a professional and friendly reception service when required and deal with calls and emails effectively and efficiently ensuring they are directed or responded to appropriately • Maintain accurate records, files, and documentation in line with organisational procedures • Support the coordination of meetings, events, and activities, including scheduling, room bookings, and logistics • Assist with the processing and recording of financial information such as invoices, income, and expenses • Monitor and order office supplies and organisational resources to ensure adequate stock levels • Provide general administrative support across teams, including data entry, document preparation, and project support as required. • Maintain and update internal systems • Contribute to the development and use of the organisation's CRM system across the organisation
<p>Members:</p>	<ul style="list-style-type: none"> • Interact with our members, who are all living with dementia, in a professional and respectful manner • Assist with routine communications ensuring timely delivery and accurate information.
<p>Collaboration and Teamwork:</p>	<ul style="list-style-type: none"> • Work collaboratively across all departments and teams providing administrative support • Support the delivery of organisational wide events • Ensure effective communication with others internally and externally
<p>Personal Development:</p>	<ul style="list-style-type: none"> • Take ownership for your own personal and professional development
<p>Compliance & Quality Assurance:</p>	<ul style="list-style-type: none"> • Read and adhere to our safeguarding policy at all times to protect the interests of employees and members, as well as the reputation of the organisation • Take responsibility for the use, maintenance, and security of all Dementia NI equipment & resources • Ensure compliance with GDPR at all times • Input ideas to help make continuous improvements in all areas of work
<p>Health and Safety:</p>	<ul style="list-style-type: none"> • Follow our Health & Safety policies, procedures, and practices
<p>Other:</p>	<ul style="list-style-type: none"> • Contribute to the success of Dementia NI by supporting and assisting where and when required including occasional travel • Carry out additional administrative tasks in line with the evolving needs of the organisation. • Follow our money handling policy

This job description is not definitive and may be altered to meet the developing needs of the charity.

Essential Criteria:

1. Demonstrable experience of providing successful administrative support
2. Experience of using Microsoft Office packages including MS Excel, MS word, MS Outlook, and MS PowerPoint
3. Ability to manage multiple priorities and meet deadlines in a busy environment
4. Ability to work on your own initiative as well as part of a team
5. Effective written and oral communications skills

Desirable Criteria:

1. Experience of working with a database Raisers Edge, Salesforce etc
2. Knowledge of legal requirements linked to GDPR and data protection legislation
3. An understanding of dementia and our approach to working with people with dementia

NOTE – This post is subject to a basic Access NI check.

Required Competencies

The successful candidate should demonstrate competence in some or all of the following which will be tested through the selection process:

1. **Technical and Professional Expertise:** A strong breadth and depth of administrative experience across the scale and scope of the role.
2. **Strong written and oral communication skills:** The ability to effectively communicate both verbally and in writing. The ability to adapt your communication style to meet the needs of a wide range of key stakeholders.
3. **Accuracy and Attention to detail:** Strong accuracy and attention to detail in relation to accurate content and recording of data and finances.
4. **Relationship Building and collaborative working:** Strong interpersonal skills and ability to build relationships and work collaboratively internally and externally. Ability to engage with people with dementia sensitively and appropriately.
5. **Self Motivation and Organisational Skills:** Proactively plan and organise work to balance a range of tasks/projects with competing deadlines. The ability to take use your initiative to provide effective administration support to the organisation.

Please note the above competencies will be explored as part of the selection process.

Our Values



Member led



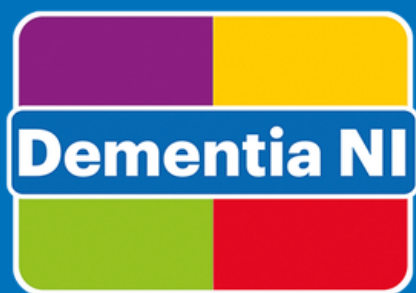
True to our purpose



**Being
heard,
understood
and
respected**



**Inclusive
and
accessible**





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