



Dear applicant

Thank you for your enquiry about the post of Helpline Operator and for your interest in Stop Hate UK. The following information is enclosed:

- general information about Stop Hate UK/conditions and benefits of service
- job description/person specification
- application form and monitoring form
- guidance notes for applicants

Please also ensure that you have all the items listed above. If you would like more information about Stop Hate UK please visit our website at www.stophateuk.org.

Please ensure that you refer to the guidance notes when completing the application form.

The salary for this post is £7.50/hr

**THE CLOSING DATE FOR THIS VACANCY IS AT
10.00AM MONDAY 17TH APRIL 2017**

Due to the high volume of applications we receive, we will only contact people who have been short-listed for interview. If you have not heard from us within three weeks of the closing date, I regret that you will have been unsuccessful in your application on this occasion.

I look forward to receiving your completed application form which should be returned either by email to amanda@stophateuk.org or to Stop Hate UK, PO Box 851, Leeds, LS1 9QS for the attention of Amanda Opie and marked private and confidential.

Yours sincerely

Rose Simkins
Chief Executive

General information about Stop Hate UK

Vision

We dream of a society which is free from hate, harassment and discrimination, where all people are valued for their unique identity.

Our Values

As Stop Hate UK, our members, staff and volunteers is committed to challenging hatred, harassment and discrimination to create a more just and humane society.

We have values which help us do this:

- We have integrity
- We can be trusted
- We are a caring organisation
- We are non-discriminatory
- We celebrate our differences
- We are approachable
- We are empathetic
- We are respectful
- We are empowering
- We are challenging
- We believe in the value of partnership and collaboration

Our Ethos

We see language as an important way to demonstrate our values so we discourage the use of the word 'victim'. We aim to be sensitive to how people describe themselves and how they want to be communicated with. We have an expertise in running helplines and providing support and know, that to find positive outcomes for people, we need to work with many and varied agencies. Our relationship with anyone who contacts us, whatever the reason, is vital and we use the art of conversation to reach the best outcome we can for the person.

Conditions and benefits of service

Contributory pension scheme (5% employee, 5% employer)

26 days annual leave

Annual appraisals

Commitment to training and development

Stop Hate UK is an equal opportunities employer and has produced a diversity statement for use in its services to victims, its recruitment and training of volunteers and its employment of staff.

Guidance notes for applicants

The following information is intended to assist you in completing your application form and to explain the process we will use to select the most suitable person for the post.

1. Completing the application form

Please complete the application form in either black ink, online or typescript and complete each section as fully as possible. Please remember that the selection panel will only consider the information that is in your application form. When completing the 'what you can bring to the post' section, please make sure that you address the points listed in the person specification. It is not sufficient to repeat the criteria listed in the person specification – you need to show how you meet each of the requirements. For example, describe a situation where you have used one of the required skills. It is important that you are explicit about your experience and skills, because as an equal opportunities employer, we are unable to make assumptions.

Please do not submit a CV. All relevant information should be detailed in the application form.

2. Monitoring form

Stop Hate UK needs to make sure that we adhere to our equal opportunities policy and so we need to monitor our recruitment process. Candidates are asked to complete this section, but this is removed from the application form before short-listing takes place and therefore will not be considered as part of the selection process.

3. Returning the application form

Please make sure that the application form is fully completed and return it either by email to amanda@stophateuk.org or mark it 'private and confidential' and post it to: Amanda Opie, Stop Hate UK, PO Box 851, Leeds, LS1 9QS.

Please make sure that the application form is received by the specified time on the closing date. Any late applications will not be considered.

4. Short-listing

The selection panel is comprised of at least two people and they will consider your application form objectively. They will assess whether you have addressed the criteria in the person specification and whether you have provided sufficient evidence. Where there is a high volume of applications, the selection panel will short-list the candidates who have best demonstrated that they meet the requirements. Please remember that the selection panel is not able to make assumptions about what is written in your application form, so be explicit about how you meet the criteria.

5. Interview

If you are successful at the short-listing stage, we will invite you to attend an interview.

You will be informed who will be on the panel and the assessment process, prior to interview.

6. Other selection methods

Depending upon the post, we may use other selection methods in addition to the interview. These are often very specific to the post and are likely to involve completing a task which would be carried out in the role, such as a written exercise. We may also ask you to make a presentation to the panel.

7. References

Unless you indicate otherwise we will request references at the same time as we invite you for interview in order to avoid unnecessary delays should we decide to offer you the post. The reference details that you give in your application form need to include your present or most recent employer and another work (paid or unpaid) or educational reference. Personal references from friends or family are not sufficient. All offers of employment will be subject to two satisfactory references.

8. Criminal records

If you are successful in being appointed to one of these posts, we will ask you to complete a form for the Disclosure and Barring Service (DBS) and any offer of employment will be subject to a satisfactory DBS check in these circumstances.

9. Right to work in the UK

All applications will be required to provide proof of their right to work in the UK. Applicants who are not an EU citizen may need a work permit. An offer of employment will be subject to a satisfactory work permit in these circumstances.

10. Successful candidates

If you are successful, you will receive a formal written offer only after two satisfactory references and a satisfactory Disclosure and Barring Service check have been received.

11. Unsuccessful candidates

Although we would like to inform all candidates whether they have been successful or not at the short-listing stage, as a charity we are mindful of the costs involved. Therefore, if you have not been contacted within three weeks of the closing date, you have not been short-listed on this occasion.

12. Feedback

If you would like feedback on your interview, you can request this from the selection panel. Please contact the Chair of the panel on 0113 2935100 for more information.

We are sorry but we are unable to offer feedback to applicants who are not short-listed

13. Data Protection

Your application is treated in the strictest confidence. Information collected through the recruitment process is kept on file for six months and is then shredded. If you are successful, relevant information will be retained on your personnel file.

We hope that you are successful in your application. However, if you are not, please do not be discouraged from applying for other posts in the organisation. Thank you for your interest in Stop Hate UK.

Equal opportunities and diversity at Stop Hate UK

Introduction

Stop Hate UK is an independent national charity which helps people and communities deal with hate crime. Our services are free and available to everyone. To achieve this, we need to make sure that Stop Hate UK puts non-discriminatory practices into effect in both employment and service delivery.

The following statement of policy is for use by the National Office of Stop Hate UK.

Equal opportunities statement

Stop Hate UK recognises that discrimination exists in society, and is committed to developing and promoting ways of working that ensure that employees, and service users are not subjected to direct or indirect discrimination

Stop Hate UK wholeheartedly supports the principles of equal opportunities in employment and service delivery, and opposes all forms of unlawful or unfair discrimination. For example, on the grounds of colour, race, nationality, ethnic or national origin, preferred language, deafness, religion or belief, gender, sexuality, disability, appearance, marital or caring status, age or class. This will be promoted to all stakeholders and expected of all partner organisations.

Stop Hate UK is committed to equality of opportunity in its provision of services. To this end all who approach it for services will be treated fairly and equally. Any form of discrimination, harassment or abuse will not be tolerated, and appropriate action will be taken in line with legislation and Stop Hate UK policies.

We believe that it is in the best interests of Stop Hate UK, its employees and the people it serves, to ensure that the human resources, talents and skills available throughout society are considered when employment opportunities arise. To this end, within the framework of law, we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the communities in which we operate. Every possible step will be taken to ensure that individuals are treated equally and fairly, and that decisions on recruitment, selection, training and development, are based solely on objective and job related criteria.

Diversity statement

Stop Hate UK takes pride in being a diverse organisation, enriched by the participation of all individuals and communities. We recognise that prejudice and discrimination continue to result in unfair treatment for many people. We are committed to addressing this by:

- ensuring the effectiveness of our equal opportunities policy
- being clear and open about our values and promoting them
- listening, learning and taking action to bring about change.