

**RECRUITMENT PACK**

**CHIEF EXECUTIVE OFFICER**

**FEBRUARY 2021**

Please find enclosed the following documents:

1. Message from the Chair
2. All About Age UK Bath and North East Somerset
3. How we are funded
4. Strategic Objectives
5. Governance
6. CEO job description and person specification
7. How to apply
8. Organisational chart
9. Privacy Notice

(application form and equality monitoring form are additional to this pack)

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| Closing date: | March 5th |
| Meet with staff | March 11th |
| Meet with older people | March 12th |
| Interviews | March 15th, March 16th |

**MESSAGE FROM THE CHAIR**

Age UK Bath and North East Somerset (Age UK B&NES) is a vibrant and dynamic organisation that has been delivering great services in Bath and North East Somerset for more than 80 years. We have a skilled and committed staff team that are complemented by more than 200 volunteers that together support 3,500 people each year.

It is a period of great change for all charities including Age UK Bath and North East Somerset. Covid has meant that many older people have become even more housebound and isolated but Age UK B&NES has risen to the challenge by making our services more flexible and creative to ensure older people receive the support they need. This has resulted in our reviewing our face to face services and the properties we currently use with a view to creating more flexibility both in terms of service delivery and in office premises.

To ensure our continued financial stability, we are exploring the possibility of extending the range of services that older people might wish to purchase that will enable them to live independently in their own homes for longer. This includes our At Home and community meals services. There are number of additional services that could be developed.

Age UK B&NES is about to embark on a new strategy, which the new CEO will be a vital part. We are in the process of seeking the views of older people to inform our future development and workplan. We are committed to ensuring the voices of older people influence our work and also impact on the wider community. We are keen to develop an older peoples’ forum to help us with this work.

Our current CEO is leaving after 14 years. During this time she has developed a strong and stable organisation that has an excellent track record in fundraising from grant giving bodies and in developing an agile organisation able to get new services off the ground quickly in response to identified needs. She has now decided to move on and we are seeking a replacement able to continue her work and to develop a new strategy, built on feedback from older people, help the organisation make the transition in a post Covid environment and develop new and existing partnerships with Age UKs and other organisations.

**ABOUT AGE UK BATH AND NORTH EAST SOMERSET**

**Our services**

Age UK Bath & North East Somerset’s goals are to enable older people across Bath & North East Somerset to love later life. We believe that later years can be fulfilling years. Whether you are on a quest to live well in old age, or if you’re going through tough times, we’re here to help you make positive changes. For more information on any of these services please speak to the service lead.

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| **Service** |  | **User Numbers** | **Funding / Prices** |
| BefriendingCurrently telephoneBefriending  |  | 100- 200weekly | Free serviceSee budget for costs |
| Information and advice |  | 3,000 annually | Free service see budget for costs |
| * Home from Hospital
 |  | 700 annually | Free contracted service see budget |
| At Home |  | 80 weekly | £22 per hour |
| Day clubs |  | 120 weekly | £20 per day contracted service |
| Dementia service |  | 10 weekly | £45 per day |
| Toenail Cutting Service |  | 500 annually | Free service |
| * Community meals
 |  | 70 meals per week |  |
| Later life Goas |  |  | Free service |

* These services are undertaken in partnership with Wiltshire Age UK.

**The Age UK Bath & North East Somerset Team**

|  |  |  |
| --- | --- | --- |
| Number of Staff | Volunteers | Customers |
| 52 (17 full time equivalents) | 200 | 3,500 |

Our main office is currently located at 18 Kingsmead Square Bath BA1 2AE. We have another location in Bath where a number of services operate from, St Michael’s Centre, St Michael’s Place, Bath.

We also operate services from Keynsham, and Orchard Hall, Midsomer Norton.

**How we are funded**

**Commissioned services:**

Services such as Home from Hospital, Day Clubs and Information and Advice are jointly commissioned by Bath and North East Somerset Council, and B&NES Swindon & Wiltshire (BSW) Clinical Commissioning Group.

National Age UK funds Later Life Goals, and Warm Home Discount service; other services are funded by grant giving organisations.

**Fundraising**

Each year we need to raise around £130k from Trusts and Foundations, local businesses and the local community. Our income streams consist of:

* Grants – trusts and foundations
* Individual donations – from service users, families or the general public
* Corporate involvement – donations, fundraising events, gifts in kind
* Legacies
* Challenge events – we purchase places for the Bath Half Marathon, fundraisers may choose their own events
* In memoriam donations

We look to staff, volunteers and trustees to act as ambassadors for Age UK B&NES, promoting our work, talking about the services we offer and, where appropriate, letting people know that we are a charity in need of funding. It is a team effort,

We run various campaigns throughout the year to raise money and awareness, such as the Big Knit (with Innocent and Age UK national), a Christmas Campaign and the Bath Half Marathon. We encourage trustees to support events - online as well as in person, look for opportunities to fundraise or share any contacts that may help us to raise money or raise our profile.

**Paid for services**

Age UK B&NES runs established paid for services, At Home, supporting people in their homes with everyday tasks, and our community meals service. These are competitively priced and offer a high-quality service from a trusted provider, giving peace of mind to older people and their families. All surplus from the services goes directly back into the charity, contributing to services that remain free.

Where a need becomes apparent, Age UK B&NES is open to researching whether a new paid for service could be established. This enables us to not only offer the support that is needed but also to continue to increase and diversify our income.

**STRATEGY, OBJECTIVES AND WORKPLAN**

**PLEASE NOTE THESE ARE CURRENTLY UNDER REVIEW AND THE NEW CEO WILL BE INVOLVED IN THIS.**

**3 Year Strategy**

**AGE UK B&NES**

**Strategy 2017-2020**

**Our Vision**

Our vision is that all older people in B&NES love later life.

**Our Mission**

**Through a range of services, we will support older people across Bath and North-East Somerset, enabling them to lead independent and fulfilling lives within their community.**

**Values**

We will place older people at the heart of what we do and ensure their influence all services and decisions.

We will support older people across the whole of B&NES

We will help those with the greatest needs

We will use our influence to promote the views and aspirations of older people

**Strategic objectives**

To support older people, particularly those in significant need, to remain independent in their home, as long as they are able and want to.

To enable older people to have a voice by supporting them to articulate their views and shape service provision.

To be the foremost point of contact for older people, families, carers and organisations involved with older people in the community, enabling older people to make informed choices and receive the services their require when they require them.

To work with partners to tackle loneliness and isolation across the area.

To ensure the organisation is resilient and financially stable

To develop an organisational culture that embraces our values and drives our objectives

**OBJECTIVES AND WORKPLAN**

1. **To support older people, particularly those with significant needs, to remain independent in their home for as long as they are able and want to by:**
2. Developing a clear understanding of our market, consulting with older people, and other organisations and ensuring services meet evidenced needs with clearly defined outcomes.
3. Developing and managing services that promote independence and enable older people to maintain, improve or develop their skills, knowledge and experience.
4. Increasing benefits accessed by older people
5. Participating in meetings with providers and commissioners to ensure the provision of joined up complementary services and where appropriate, develop partnerships.
6. Monitoring the services provided to ensure we are meeting the needs of those with the greatest needs.
7. **To enable older people to have a voice by supporting them to articulate their views and shape service provision by:**
8. Conducting an annual survey of older people to better understand their priorities, views and needs
9. Developing and supporting an older peoples forum to provide a focus to influence policy and services in a manner that effects change.
10. Campaigning on behalf of, or facilitating older people to campaign, on issues and concerns.
11. Seeking opportunities to influence policy and decision makers on behalf of older people
12. Being the first point of contact for the media on matters related to older people
13. Ensuring older people are central to the decision making of the organisation and are involved in monitoring services.
14. **To be the foremost point of contact for older people, families, carers and organisations involved with older people in the community, enabling older people to make informed choices by:**
15. Raising awareness that our brand name, Age UK, is synonymous with meeting the needs and realising the potential of older people
16. Maximising the use of Age UK national resources and information
17. Developing and implementing a robust communication and market strategy
18. Extending the capacity and developing the profile of the information and advice service
19. **To tackle loneliness and isolation across the area by:**
20. Running information surgeries that promote good health and wellbeing in older people.
21. Developing a network of connections amongst key organisations and develop joint services or share services where appropriate to improve services and reduce overheads.
22. Implementing a marketing plan across the whole area.
23. **To ensure the organisation is resilient and financially stable by**
24. Identifying needs and marketing Age UK services to commissioners to assist them with meeting their preventive agenda.
25. Increasing fund raising activity and business development opportunities
26. Developing and implementing a charging policy in consultation with older people that reflects the true cost of service
27. Providing services within existing financial resources and maintain appropriate levels of reserves.
28. Ensuring the organisation’s trading function is meeting the needs of older people.
29. Seeking funding for new services in response to evidenced needs and ensure all services delivered are monitored and evaluated appropriate to demonstrate outcomes for individuals.
30. **To develop an organisational culture that embraces our values and drives our objectives by:**
31. Ensuring trustees, staff and volunteers are appropriately trained, inducted and supported.
32. Providing regular opportunities for trustees, staff and volunteers to meet to share ideas that develop the organisation.
33. Having work plans for each staff member that link to the strategy that set out targets to be achieved.
34. Developing and implementing an appraisal, performance management and supervision structure for trustees, volunteers and staff that is appropriate to their role.
35. Promoting an understanding of the work of the whole organisation
36. Providing outcome based services that reflect a goal driven approach to service provision and staff development.
37. Managing the organisation so that it meets appropriate legislative and quality requirements.

**WORKPLAN AND PRIORITIES**

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|  | **To build market resilience and financial sustainability** Providing services that are within budget and maintain financial reserves to enable the organisation to operate for 6 months should core funding cease.Marketing services to commissioners to assist them in delivering their prevention agenda.Developing opportunities for joint working with other agencies to reduce overheadsIncreasing fundraising activityDeveloping and implementing a charging policy in consultation with older peopleEnsuring all services contribute to the core costs of the organisationEnsuring our trading function is meeting the needs of older people**Outcome:**A balanced budget with healthy reserves and a range of services that are financial sustainable. |
|  | **To focus on those in greatest need and, in partnership with other agencies, ensure an even distribution of support throughout the area.**Developing a clear understanding of this marketParticipating in regular meetings with other providers and commissioners to ensure a range of services are in place that meet identified needs Conduct annual surveys of existing and potential customers to ascertain service needs.Monitor take up of services and report back on demographic, age, need and composition**Outcome:**Those in greatest need receiving services. |
|  | **To be the foremost point of contact for older people, families, carers and organisations involved with older people in the community.**To raise awareness that our brand name Age UK is synonymous with meeting the needs and realising the potential of older peopleTo raise awareness of issues of concern to older people with those able to effect changeThrough partnership with the national organisation Age UK fully utilise their rich information and resourcesDevelop a robust communication and marketing functionExtend the capacity and develop the profile of the information and advice service and use our influence more extensively on behalf of communities**Outcome:** Improved footfall and greater awareness about Age UK amongst older people and other stakeholders. |
|  | **To enable older people, particularly those with significant needs, to participate in inclusive services enabling them to live independent and full lives.**Develop and manage services that promote independence and enable older people to maintain, improve or develop their skillsRun a number of information surgeries that promote good health and wellbeing in older peopleDevelop a network of connections amongst key organisations and develop joint services or share services, where appropriateWork with commissioners to develop services that meet their agendas in relation to preventionIncrease benefits accessed by BANES residentsAct as the voice of older people in all of the above **Outcomes:**Older people no longer requiring Age UK services because they have developed their own networks.Older people remaining living in the communityClarity about what services organisations provideOlder people with increased incomeOlder people involved and influencing service provision, policy and decision making. |
|  | **Develop an organisational culture which embraces our values and drives our objectives**Staff, volunteers and older people to share ideas to develop the organisation (co-production) .Enhance trustee, volunteer and staff training and development through the development and implementation of an appraisal, performance management, and supervision structure.Evaluate our performance against our equalities policies Ensure the charity complies with appropriate legislative requirements in all respects.**Outcomes:**Improved staff and volunteer retention.Staff, trustees and volunteers participating in training events.Staff receiving regular supervision, appraisals and have development plans in plans. Volunteers and trustees being offered appraisals and development plans to enable them to maximise their input into the organisation. |
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**GOVERNANCE**

Age UK Bath and North East Somerset is registered with the Charity Commission and was established under a Memorandum of Association and is governed by its Articles of Association. The Directors of the Company are also the charity trustees. The Board of Trustees comprises 9 people including a treasurer, chair of finance, staffing and risk sub-committee, chair of PR and marketing and chair of service sub-committee. The Board is well established with a range of skills and experience and are committed to improving the lives of older people in the community in which we live. The Board meets bi-monthly and is supported by 3 sub-committees:

1. **Role of Sub-committees:**

To ensure the Board are able to fulfil these responsibilities, three sub-committees are in place to enable more detailed discussions and engagement to take place. These sub-committees will be chaired by an appointed trustee, will meet not less than quarterly and will make regular reports to the Board of Trustees. Chairs of sub-committees are responsible for ensuring meetings are recorded and submitted to the Board in a timely fashion.

1. **FUNDRAISING, FINANCE (GRANTS), STAFFING, HEALTH AND SAFETY, AUDIT AND COMPLIANCE:**

The areas of responsibility for this sub-committee are:

The financial sustainability of the organisation

Submission of tenders and grant applications for existing or new contracts or services.

Developing and approval of annual budget for sign off by the Board of Trustees

Monitoring expenditure by reviewing quarterly management accounts and making reports to the Board.

Making recommendations to the Board of any expenditure in excess of £2000 that is not in budget.

Overseeing the development, implementation and monitoring of business continuity and risk management plans and reporting any areas of concern to the Board in a timely fashion.

Staff terms and conditions, pensions, pay uplifts and employment. Submitting proposals to the Board for any changes that are financially or reputationally significant.

The creation/deletion of posts

The charging policy and annual review of charges: submitting proposals to the Board in December of each year.

Overseeing the health and safety policy and ensure the organization is fully compliant.

1. **DEMAND AND SERVICES:**

The development, monitoring and reviewing of the annual workplan against the organisation’s strategy

The establishment of performance targets for each service, the monitoring of those targets and the remediation of any service that is at significant variance from its annual performance target

Reviewing charges and making recommendations to the Finance sub-committee

The management of the charity’s response to any complaint referred to the committee

The management of the charity’s response to any safeguarding issues

Ensuring service users are involved in the development and management of services delivered by the charity.

Monitoring demand

Considering proposals for new services and making recommendations to the Board.

1. **COMMUNICATIONS, MARKETING AND FUNDRAISING (COMMUNITY),**
* Developing, implementing, monitoring and reviewing a community fund-raising strategy
* Develop an annual campaigns calendar identifying opportunities for promoting the work of the charity.
* Developing, implementing, monitoring and reviewing the charity’s communications and marketing strategy
* Monitor expenditure on fund-raising, marketing and communications and work with the Fundraising, Finance, Staff and Audit Committee to identify appropriating resourcing.

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**CEO JOB BRIEF**

We are looking for a CEO with a range of skills able to take the organisation forward through a strategy refresh and the development of a structure that supports that strategy whilst maintaining the existing excellent services and staff team. The CEO needs to:

* Be an excellent leader
* Be committed to listening, involving and responding to older people
* Understand the role of the Board of Trustees
* Be a highly visible and excellent communicator (both written and verbal)
* Be a strategic thinker
* Work in partnership with other organisations including developing services with others
* Have excellent analytic skills, able to produce and interpret financial and performance data through the development of a key performance data framework
* Build and maintain excellent relationships with commissioners, local Age UKs and key local partners

**Job Description**

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| Job Title: | Chief Executive Officer |
| Hours | 35 hours per week |
| Salary | Circa 45k depending upon experience |
| Responsible to: | The Trustees of the registered charitable company Age UK Bath & North East Somerset. Reporting to the Chair of the Board of Trustees |
| Responsible for: | All Age UK B&NES paid staff, volunteers. |
| Location: | Flexible, currently staff are working from home due to Covid restrictions. However, office premises are at Kingsmead Square, Bath. |

**ROLE DESCRIPTION: CHIEF EXECUTIVE OFFICER**

Powers delegated to the Chief Executive shall be exercised by the Chief Executive in person (or in their absence a member of the senior management team).

The Board delegates to the Chief Executive powers to:

1. Determine and carry out the charity’s operational, management and administrative practices and procedures in accordance with the charity’s strategic objectives
2. Manage staff, volunteers and services to ensure performance targets and outcomes are met.
3. Report to the Board and appropriate sub-committees as required.
4. Authorise expenditure within the agreed budget reporting that expenditure to the Finance sub-committee at each meeting.
5. Enter into partnership or contract agreements having ensured that a process of due diligence has been carried out
6. Assess and manage the charity’s organisational risk on an ongoing basis, reporting findings through the Fundraising, Finance, Staff and Audit committee to the Board
7. Ensure that the charity acts in a manner that is compliant with charity and company law and does not breach any of the provisions of the charity’s articles of association and remains true to the charitable purpose and objects set out there.

**JOB DESCRIPTION – CHIEF EXECUTIVE OFFICER**

**Job purpose:**

* To provide inspirational leadership and management to Age UK B&NES staff and volunteers
* To manage, develop and promote the work of Age UK Bath and North East Somerset
* To provide services that improve the quality of life for older people and those who support them.
* To ensure financial sustainability of the organization through sound financial planning, risk and business management, income generation and creating efficiencies when opportunities arise.
* To develop and implement business and service plans to ensure financial sustainability
* To promote Age UK B&NES and the issues affecting older people and seek to influence local policy making in response to identified need,
* To contribute to the work of the wider Age UK network.

**Main duties:**

**Strategic direction:**

1. Ensuring the Board of Trustees is kept aware of the changing external environment and the needs of older people including policy initiatives, research, publications and other initiatives both locally and nationally.
2. Informing and advising the Board of Trustees in the formulation of policies and strategies and for the implementation of the Board’s decisions.
3. Working with the senior leadership team. to lead the implementation of the strategic plan and in managing any associated process of change.
4. Ensuring Age UK B&NES is a leading partner in the development of the strategies and services for older people.

**Leadership and management:**

1. To effectively lead the organization to ensure that day to day operations, premises, people and resources of Age UK B&NES are well managed. This will include maintaining a staffing structure with appropriate levels of skill and experience, and with clear lines of accountability and delegation.
2. To directly manage, support and motivate senior staff through the provision of regular supervision and appraisal.
3. To oversee the development of a programme of staff training and development.
4. To ensure that there are good lines of communication with staff and volunteers with both formal and informal processes for consultation.
5. To ensure overall good practice in the recruitment, supervision and support of staff and volunteers throughout the organization.
6. To provide leadership for the organization that is inclusive of older people and where older people are actively involved in the organization at all levels.

**Governance and Compliance:**

1. To advise the Board of Trustees and its sub-committees on their legal responsibilities, policy issues related to the work of the organisation and its management.
2. To ensure compliance with all legal requirements affecting the organization in particular health and safety, data protection legislation and safeguarding policies and to report any serious incidents to the Board of Trustees.
3. To arrange for the publication of an annual report and review,
4. To ensure that all the activity of the charity is in line with the organisation’s policies and procedures and quality standards.
5. To ensure Age UK B&NES fulfils its obligations to the Age UK Brand partnership agreement and any other arrangements entered into with Age UK.

**Finance and Income generation:**

1. To work with the Finance, Staffing and Audit sub-committee and senior leadership team to develop and implement a financial strategy for the organisation. This will include: an effective income generation policy, management of financial resources including budget setting, financial reporting and monitoring, appropriate use of reserves and financial risk management.
2. To be responsible for financial management, ensuring satisfactory records are kept and that there is adequate financial monitoring and control.
3. To work with the Finance Manager and the appointed auditors in the preparation of the annual accounts and the annual report.
4. To negotiate contracts and tenders for services in accordance with the organisation’s strategic plan and fundraising strategy. To maintain positive relationships with existing funders and commissioners through the provision of reports on outcomes and progress.
5. To review the cost effectiveness of services on a regular basis to assess their financial viability and where appropriate make recommendations to the Board.

**Public Relations and Communications:**

1. Work to identify, represent and campaign for the rights and aspirations of older people.
2. Work to represent the positive contribution of older people
3. Work with the senior leadership team, Communications Manager, and the Marketing and PR sub-committee to develop and implement an effective communication strategy.
4. Take every opportunity and using all media outlets to promote the work of Age UK B&NES to ensure the organisation is known to all older people and is their first point of contact where appropriate.
5. Ensure that the organisation’s website and printed material are regularly reviewed, establish and maintain contacts with key media personnel, attend and represent the organization at local events, give media interviews and produce regular press releases.

**Partnerships and Collaboration:**

1. Ensure Age UK B&NES remains an active and influential member of Age UK and works with other Age UKs.
2. Maintain positive links with statutory and voluntary sector partners and develop opportunities for joint working where appropriate.
3. Develop and maintain links with private sector partners working in the social and health care fields such as GP practices, domiciliary care companies and care homes.

**Services:**

1. Ensure systems are in place to support, monitor and asses the outcomes achieved by Age UK B&NES in its service delivery.
2. Work with older people to identify what services they want and need
3. Work with the Senior Leadership team to develop new and sustainable services that meet the organisation’s strategy

**Organisation wide responsibilities:**

1. To ensure all Age UK B&NES policies, procedures and legislative requirements are observed.
2. To work in accordance with the philosophy, ethos, values and principles of the organisation.
3. To ensure older people are engaged, involved and actively influence the work of the organisation.
4. To comply with individual responsibilities in relation to health and safety in accordance with the organisation’s policies and procedures and to ensure they are effectively implemented .
5. To identify and prioritise your personal training and development needs and agree these with the Chair.
6. To undertake other duties and activities commensurate with the post as may be identified from time to time by the trustees.

**Knowledge, skills and experience:**

Refer to person specification.

This post is subject to a disclosure check with the Disclosure and Barring Service at an Enhanced Level.

Probationary periods: This appointment is subject to a six month probationery period.

**PERSON SPECIFICATION**

If candidates do not meet the person specification they may be required to undertake training as specified by the organisation.

You must be able to demonstrate in your application that you have:

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| **QUALIFICATIONS, SKILLS AND ABILITIES** | **ESSENTIAL** | **DESIRABLE** |
| Proven management, team building and leadership skills including people development, volunteer management | / |  |
| Strategic management and development skills and ability to develop and implement plans | / |  |
| Excellent communication and interpersonal skills and proven ability to develop effective working relationships with a range of stakeholders | / |  |
| Excellent communication skills, written and verbal including report writing, presentations and public speaking | / |  |
| Commitment to equality and diversity and ability to translate this into provision that is sensitive to differing needs and circumstances. | / |  |
| Experience of involving and engaging the public (customers)  |  | / |
| Qualifications in management, social care or relevant degree. Evidence of training in management and/or social care | / |  |
| Ability to drive and access to a vehicle for business travel |  | / |
| **KNOWLEDGE AND EXPERIENCE** |  |  |
| Proven track record of management at a senior level | / |  |
| Evidence of leadership and management of projects, activities, people and finances | / |  |
| Knowledge of social care and health systems |  | / |
| Experience of developing new services | / |  |
| Knowledge and understanding of challenges facing older people | / |  |
| Understanding the legal and regulatory requirements relating to finance, employment, charities, and small businesses | / |  |
| Knowledge/experience of the voluntary / charitable sector |  | / |
| Experience/knowledge of data collection systems and an understanding of service outcomes – their identification and systems for monitoring | / |  |
| **PERSONAL QUALITIES** |  |  |
| Honesty, integrity and commitment to the value and aims of the organisation | / |  |
| Ability to lead a team and to support people to maximise their potential | / |  |
| Flexible and self motivated | / |  |
| Customer focused | / |  |
| Commitment to continuous learning and improvement | / |  |
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**HOW TO APPLY**

Applications needs to include:

A covering letter explaining why you wish to be considered for the role and how your skills and experience make a difference and add value.

The completed application form (please note we do not accept CVs) together with the completed equality and diversity form should be emailed to:

nicola.gregson@ageukbanes.co.uk

or posted to: Nicola Gregson, Chair at Age UK B&NES, 18 Kingsmead Square, Bath BA1 2AE

ORGANISATIONAL CHART

**DATA PROTECTION ACT – PRIVACY NOTICE – JOB APPLICANTS**

As Age UK Bath and North East Somerset (the organisation) we are committed to protecting and respecting your privacy. As part of any recruitment process, the organisation collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

WHAT INFORMATION DO WE COLLECT?:

This includes:

* Your name, address, contact details including email, address and telephone number
* Details of your qualifications, skills, experience and employment history
* Information about your current remuneration including benefit entitlements
* Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process and
* Information about your entitlement to work in the UK.

The organisation may collect this information in a variety of ways (application form, your passport or other identity documents, through interviews or other forms of assessment.

We may also collect personal data about you from third parties such as references supplied by former employers. We will seek information once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in different places including on your application record, in HT management systems and on other IT systems including email.

FOR WHAT PURPOSE WILL DATA BE USED?

The personal data you provide in your application and as part of the recruitment process will only be held and processed to facilitate the section process and in connection with any subsequent employment.

Your personal data may be used to assess your application for employment with the organisation, to verify your information, to conduct reference checks, to communicate with you and to inform you of further career opportunities. In some cases we need to process data to ensure that we are complying with our legal obligations.

The organisation may process special categories of data such as information about ethnicity, sexual orientation, or religion to monitor recruitment statistics.

We may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability.

In the event of your application resulting in an offer of employment and your acceptable of a position with the organisation, the data collected will become part of your employment record and will be used for employment purposes.

WHO HAS ACCESS TO DATA?:

Only selected employees of the organisation will have access to your personal data.

We will not share your data with third parties unless your application for employment is successful and we make you an offer of employment.

We will then share your data with former employers to obtain references for you.

HOW DOES THE ORGANISATION PROTECT DATA?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by our employees in the proper performance of their duties.

HOW LONG WILL THE ORGANISATION KEEP THE DATA?

Your personal data will not be kept for longer than is necessary for the recruitment process. Therefore unsuccessful application data will be deleted one month after the completion of the process.

In addition to using your data for the position for which you have applied, the organisation may wish to retain and use your application data to consider you for other positions for which you may be suited. We will ask your consent before we use your data for this purpose.

YOUR RIGHTS:

You may exercise the following rights in relation to your candidate data:

* Access and obtain a copy of your data on request
* Require the organisation to change incorrect or incomplete data
* Require the organisation to delete or stop processing your data
* Object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights please contact nicola.gregson@ageukbanes.co.uk

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However if you do not provide the information we may not be able to process your application properly.