

Criminal Record Check Administrator

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Criminal Record Check Administrator

Position in the organisation

Reports to the Volunteering Recruitment Team Leader, predominately working with our volunteering audiences. Works with our People Operations team to support employee Criminal Record Checks (CRC), where required. Works collaboratively with colleagues across the Society.

Purpose of this role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

We know a great experience, where people want to join us, stay with us and team up with us, leads to a great experience for the people we support. We are seeking a meticulous and reliable Criminal Record Check Administrator to join our team on a fixed term contract.

Volunteers and volunteering are core to delivering the Alzheimer's Society's strategy and Volunteers currently make up most of our workforce to provide Help and Hope. The CRC Administrator is part of the Volunteering Experience team within the People Directorate. We provide advice and support to our Volunteer Managers and Volunteers. We make it easier for everyone to deliver their work, and have the biggest impact, for people affected by dementia.

The CRC Administrator is a pivotal role, responsible for administering and maintaining information, tracking and reporting. The role supports the organisation in making informed and safe recruitment decisions and giving a quality experience to our employees and volunteers.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

- Process Criminal Record Checks (CRCs) for volunteers and employees.
- Track the expiry and renewal dates for CRCs within our designated tracking system.
- Manage the renewal process for CRCs, ensuring all renewals are initiated and completed within required timelines.
- Coordinate the submission of applications with volunteers/employees and our external screening provider.
- Verify applicant information where required.
- Ensure risk assessment decisions are recorded accurately and securely in accordance with retention policies.
- Implement process improvements for efficient and timely management of all background checks.

- Provide guidance and support to volunteers, employees and their hiring managers throughout the process, ensuring a high-quality experience.
- Work in collaboration with colleagues, responding quickly and appropriately to enquiries.
- Deal with confidential data appropriately in accordance with best practise and GDPR guidelines.
- Maintain accurate and up-to-date records.
- Flag any issues to team leaders.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that personal information remains confidential.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience of working in a Human Resources, People Operations or safer recruitment administration role.	A/I
Experience of the Criminal Record Check (CRC) process, including application, tracking, renewals, and compliance within a safeguarding environment.	A/I
Able to respond to disclosures or exceptions in line with policy.	I
Experience of working with Volunteers.	A
Proficiency in data management systems/databases used for processing information, tracking and reporting.	A/I
Experience in using Microsoft office suite including Word and Excel.	A
Ability to explain complex and technical information clearly and simply.	I

Experience of working with confidential information and an understanding of data protection principles.	A/I
An understanding of and a commitment to equal opportunities.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Good communicator, both in writing and verbally.	A/I
Be a self-starter and able to work independently.	I
Strong organisational and time management skills, with the ability to plan and manage a busy workload.	A/I
Strong attention to detail with accuracy in recording, reviewing and maintaining information.	A/I
Able to problem-solve and interpret information.	A/I
Commitment to and understanding of equal opportunities	A/I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave