



# Candidate Information Pack

## Operations Support Assistant

## Welcome from the CEO Kate Charles



Thank you for your interest in working for VisionPK. The candidate pack is designed to give you a snapshot of who we are and what it is like to work for us. We are a small team with big ambitions. We have a person centred approach to the services and support we provide and our values matter to us.

We are proud to be a real living wage employer and we recruit people who are passionate about what we do and we look after them well. Our success, and the quality of the support we provide to people living with sight and hearing loss, depends on having a team that is motivated and committed to learning and sharing.

## VisionPK Overview

VisionPK was established as the Perth and Kinross Society for the Blind in 1866. Its services, name and scope have changed and developed over time. Today, VisionPK is a registered charity providing a range of specialist services for people with sight and hearing loss. These include rehabilitation services, specialist equipment and assessment, practical and emotional support, activities, groups and peer support, education and awareness.

We have a sensory hub in Perth which allows people to access support, assistive technology and activities. We also have outreach groups and support in the wider community. To find out more about what we do check out our [website](#)

## Vision

To have an inclusive and supportive community across Perth and Kinross where people with sight and hearing loss can fully participate and enjoy a high quality of life.

## Mission

Provide and continuously developing a wide range of person-centred and inclusive services for people with sight and hearing loss across Perth and Kinross. We work in partnership with appropriate statutory, voluntary and business sector organisations.

## Values

**Empathy and Compassion, Inclusivity, Encouraging Independence, Collaboration, Respect**



## Why work at VisionPK



We recognise that our employees are our most valuable asset and encouraging their health and wellbeing is critical to our success. We are committed to a positive work life balance approach. We have family friendly policies and will support staff with health and wellbeing. We can offer flexibility in working patterns and opportunities to work from home depending on the role and business need.



We offer a contributory pension scheme. Annual leave of 35 days per year inclusive of public and bank holidays (pro rata for part time employees). Day off for your Birthday! We are open on public and bank holidays other than between Christmas and New Year – we close for this period.



We encourage open communication in many forms including monthly team meetings, 1-1 walk and talk meetings, supervision with line managers and return to work meetings following illness. We hold team sessions focused on wellbeing as well as training and development opportunities.

We actively encourage a culture where all staff regardless of roles feel that they have a voice and are heard.

Social activities are an option for staff who wish to join.

### **What our service users say....**

“After I had a stroke and lost my sight, I received treatment and help from a wide range of health professionals, all of whom did a great job, but far and away the most helpful and practical support I received in terms of helping me get on with my day-to-day life was from VisionPK”

### **What our staff say....**

“The best thing about my job is knowing the difference I can make to people with sight and hearing loss. Working as part of a passionate, supportive and experienced team means I look forward to coming to work”

### Fair Recruitment Practices

We are committed to ensuring that the recruitment and selection of staff is conducted in a way that's fair, efficient and promotes equal opportunities.

We value diversity and believe that a mix of backgrounds brings a variety of ideas, perspectives and experiences that will create a productive work environment in which talents are fully utilised and organisational objectives are met.

We value disability inclusion in the workplace. When we have open positions, we welcome applications from qualified candidates with sight and hearing loss and other disabilities.

### Application Process

Please download the following documents from our website. If you require these documents in alternative formats please contact us using the details at the bottom of this page.

#### [Job Description](#)

#### [Application Form](#)

#### [Equalities Monitoring Form](#)

### Shortlisting

Candidates will be scored based on the information they provide in their application form against the criteria, qualifications, skills, experience and knowledge outlined in the job description.

### Interviews

Candidates who are successfully shortlisted for the post will be contacted by email/phone with an invitation to interview. Interviews will be held face to face at the Sensory Hub in Perth.

Interview questions will be provided in advance and there will be a practical element of the interview, which you will be advised of prior to interview.

Should you require any reasonable adjustments to be made to allow you to fully participate in the recruitment process, please contact us to advise.

**Thank you for your interest in joining our team & good luck with your application**

### **Contact Details:**

Email – [recruitment@visionpk.org.uk](mailto:recruitment@visionpk.org.uk)

Telephone - 01738 626969