

Recruitment Pack

About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

Job Description

Post:	Direct Payments Service Coordinator
Responsible to:	Office & Data Lead
Salary:	£30,128 including 6% OLW
Hours:	35 hours across 5 days
Contract:	Fixed to end of December 2027
Probationary period:	5 months

Purpose of Job

We are looking for someone who will lead the practical delivery, coordination and monitoring of the Direct Payments Website and Personal Assistant (PA) Register, ensuring that residents, carers, Personal Assistants (PAs) and Support Workers receive high-quality information, support and guidance. This role is vital to increasing awareness, confidence and uptake of Direct Payments across Bexley and ensuring the PA Register is safe, compliant, accessible and reflective of the borough's diverse communities.

Aims of the project

Four local charities are working together to make Direct Payments easier to understand and use. We know that many people and carers miss out on the flexibility and independence Direct Payments can offer because the system can feel complicated or unclear.

By bringing together our different strengths, experience and connections across the borough, we are creating a more joined-up and accessible service that offers clear information, practical advice and personalised support. Our aim is to help people feel confident in understanding their options, making informed decisions and using their Direct Payments in ways that genuinely improve their lives.

Summary of main duties

- Working collaboratively with partners to develop and deliver targeted communications that attract and engage individuals interested in becoming PAs
- Ensure all PA applicants meet requirements including Enhanced DBS check and Right to Work checks, Reference verification
- Maintain accurate, secure digital records of all vetting processes.
- Provide applicants with guidance, troubleshooting and support throughout the sign-up process.
- Ensure the PA Register contains up-to-date, meaningful information including skills, experience, availability, locality and interests.
- Act as the first point of contact for queries relating the PA Register or referring people to the website.
- Share updates on PA capacity, workforce gaps and registration trends.
- Support with training compliance, ensuring Support Workers complete required modules relating to Direct Payments, safeguarding, and recruitment standards, track mandatory training completion for PAs joining the Register (where applicable and Identify training gaps and escalate to Partnership and maintain training logs and ensure timely refresher requirements are met.
- Support the creation and distribution of training materials, guidance documents and FAQs for PAs and residents.

- Monitor the dedicated service phone line (9am–5pm) and respond promptly and professionally to enquiries, which could be from Residents, Carers, PA applicants, Support Workers, Council teams and external partners
- Manage the inbox, triaging enquiries and ensuring response times meet service standards.
- Triage requests received through the website, email inbox, phone line and community engagement activity.
- Prioritise and assign work to Direct Payment Advisors or appropriate service teams based on Urgency, Resident need, Complexity and Risk/safeguarding indicators.
- Monitor workflow to ensure timely completion and escalate any barriers or delays.
- Provide feedback regarding the website and PA register to the central team on issues affecting accessibility, broken links, missing information or user feedback.
- Ensure PA profiles are accurate, inclusive and written in a strengths-based, person-centred approach.
- Upload or update information, articles, guidance and promotional content as required.
- Be flexible in undertaking additional duties appropriate to the role.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services. The role will primarily be based at our offices in Engine House, Erith will have some requirement to travel across Bexley.

Person Specification

- Inclusive, respectful and collaborative
- Highly organised and able to work on own or as part of a team
- High integrity, accountability and professionalism
- Creative, solution-focused and adaptable
- Commitment to equity, diversity, belonging and safe practice

Essential Criteria

- Strong organisational and administrative skills with high attention to detail, including maintaining accurate and secure records.
- Ability to triage, prioritise and manage a varied workload, balancing competing demands to meet deadlines.
- Experience of working with sensitive personal data and maintaining confidentiality in line with data protection requirements.
- Experience of providing support or guidance to individuals, ideally in a customer-facing, health, care or public service environment.
- Ability to communicate clearly and professionally via phone, email and digital channels, gathering relevant information while providing reassurance and support.
- Excellent interpersonal skills with the ability to build rapport and work sensitively with people from diverse backgrounds.
- Demonstrable commitment to a person-centred, strengths-based approach.
- Good IT skills, including Microsoft Office (especially Excel) and experience using CRM or database systems.
- Ability to work independently, using initiative to problem-solve and escalate issues where appropriate.
- Flexible, reliable and proactive approach with a positive “can do” attitude.

- Understanding of, or ability to quickly learn, processes relating to onboarding, compliance checking or workforce administration.

Desirable Criteria

- Experience in recruitment, onboarding, vetting or compliance processes (e.g. DBS checks, Right to Work, references).
- Knowledge of safer recruitment practices.
- Experience of maintaining training records, monitoring compliance, or identifying training needs.
- Experience working with underserved or marginalised communities.
- Knowledge of adult social care, Direct Payments or personalisation principles.
- Experience creating or maintaining digital content (e.g. website updates, profiles, guidance materials).
- Personal lived experience of Direct Payments or working as/with a Personal Assistant (PA).
- Ability to travel across the Borough of Bexley as required.

Additional Information

Please submit your supporting statement addressing each of the specification points above, your CV and monitoring form by **11.59pm, Sunday 07th June 2026** to humanresources@bvsc.co.uk. Interviews are likely to be held week commencing 15th June 2026.

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.