

## Frequently Asked Questions – FAQ – about Recruitment

### **Can this role be done remotely?**

Please check the Job Description for the specific role that you are interested in. BCWA provides refuge and outreach services across the London boroughs of Bromley & Croydon and for most roles you will need to live within easy commuting distance. Please check your travel routes and travel times before applying. You could be based in one of our refuges; or you could be doing outreach work in schools, community settings or doctors' surgeries within the two boroughs. Some roles offer the option of hybrid working and you may be able to work from home for part of the week, carrying out meetings online or completing administration tasks from home. Attendance at our head office in SE20 will occasionally be required with access to hot-desking as needed. For most BCWA roles you should be willing and able to travel within Bromley & Croydon boroughs and willing to spend time in the office when required.

### **Can I request flexible working hours? I want to work part-time.**

We are all women with busy lives and families, and we understand that flexibility can be crucial in supporting women in the workplace. If a job is advertised as full-time, this means we have received funding for a full-time person and we will be recruiting on that basis. As the law currently stands, you have the right to request a flexible working pattern after 26 weeks' continuous employment with an employer. The right is to *request* a change and there is no guarantee that a request will be agreed. BCWA will consider all requests fairly and equally; however BCWA reserves the right to turn down requests if the required change is difficult to operate, or where this would have an adverse effect (which may include additional cost) on the work of the department or the organisation.

### **The job description says a "driving licence is preferable" but I don't drive. Can I still apply?**

Yes you can. If the role requires you to travel around within Bromley & Croydon boroughs, this can still be done using public transport, but you will probably need to take more care when scheduling meetings and planning your travel routes.

### **I don't have any work experience in domestic abuse. How do I get into the sector, when most jobs seem to require previous experience?**

It can be frustrating when every role seems to require previous experience. If you are keen to get into the Domestic Abuse sector then you might want to consider whether you can spare the time to work on a voluntary basis, although we do understand that for financial reasons this will not be an option for everyone. BCWA has a number of volunteering roles available and other charities will offer something similar. Our volunteers help answer the enquiry line, handling incoming calls from our service users, and they may also help in our refuges or help with running service user support groups. Several of our permanent employees started with us on a voluntary basis and if you want to pursue this option, please email your CV and a covering letter to: [volunteering@bcwa.org.uk](mailto:volunteering@bcwa.org.uk)

**I don't match every item in the Job Description & Person Specification. Is it still worth applying?**

Yes probably! As always, the outcome will very much depend on the number and quality of the applications that we receive for a role. For each vacancy we will shortlist for interview the candidates whose work experience and skills most closely match the Job Description & Person Specification. If we don't get sufficient applicants with previous work experience, then we may look for candidates with transferable skills who could do the job if given more training and support. If you choose to apply, please make sure to highlight your previous experience and transferable skills and explain why you think these make you suitable for the role.

**How big is Bromley & Croydon Women's Aid? Is it part of the Women's Aid Federation?**

BCWA currently has just under 50 employees. Our main departments cover Refuge & Accommodation Services, Outreach Services, Children & Young People's Services, Counselling Services, and Administration. We are a member of the Women's Aid Federation which provides services across the whole of England.

**What training will I receive in this role?**

During your induction training in the first few weeks you will be required to complete mandatory online training modules, including safeguarding of children and vulnerable adults, domestic abuse, risk assessment and safety planning, and other health & safety topics. You'll also receive on-the-job training and you'll probably spend a couple of days shadowing colleagues and being shown around by your Line Manager. You will have monthly supervision sessions and regular team meetings. There is a 6-month probationary period during which you will have formal meetings after 1 month, 3 months and 6 months with your Line Manager to make sure you are progressing well. Training will continue throughout your time with BCWA including mandatory refresher training on safeguarding issues and other opportunities relevant to your role.

**Is there a chance that a short-term employment contract will be extended?**

Yes there is. The majority of our staff are on short-term contracts, in line with common practice in the charity sector. Income from our funding streams is often renewed on an annual basis. Employment contracts will usually be extended once BCWA receives confirmation that further funding is available. BCWA manages its workforce to minimise the need for redundancy and therefore if no further funding is available for your role, we will do our best to offer you an alternative role, if one is available.

**Is it possible to negotiate on salary?**

No unfortunately it's not possible. Salaries are set according to the funding we have received for the role and are not negotiable. Our salaries are bench-marked regularly to ensure they are competitive within the domestic abuse sector. All salaries are subject to an annual review by the Board of Trustees.

### **What progression opportunities are there at BCWA?**

We are a small but growing charity with just under 50 employees. As new vacancies arise there are opportunities for employees to move into new roles and expand their experience. For management vacancies we will always seek to recruit internally and promote existing employees if possible. We aim to make Equality, Diversity & Inclusion a central part of our work culture and as part of our EDI strategy we aim to ensure that representation and inclusivity are key factors in our succession planning for leadership positions.

### **Who are BCWA's service users? Where do the referrals come from?**

Women can refer themselves to BCWA but we also receive referrals from healthcare services, police and probation services, schools, housing associations and a broad range of voluntary organisations.

### **I have a disability. Can I still apply?**

BCWA is committed to supporting and promoting equality & diversity and creating an inclusive working environment. To achieve this, we seek to employ a diverse range of staff from many different backgrounds to better represent the communities we serve. In accordance with our equal opportunities policy, we want to ensure that all candidates, regardless of disability, can participate fully in the selection process. There is a space on the Application Form for you to tell us about your disability and any additional assistance that you may need, in order to facilitate access at interview.

### **Completing an application form is time-consuming. Why can't I just send you my CV?**

Only applications submitted before the closing date through our online Application, Screening & Equal Opportunities form will be accepted. The form allows us to capture the same data about all applicants and makes the short-listing process fairer and more straight-forward. The application form allows you to upload your CV and there's a space for you to tell us why you want the job (this is basically the "covering letter"). Apart from that all the questions are quick and easy. The form also includes some monitoring questions to help us to comply with our Equal Opportunities policy.

### **Will you let me know if I haven't been successful?**

Shortlisted candidates will be notified by phone and/or email and we will always respond to let you know the outcome of your interview. However we apologise in advance that we will not be able to notify candidates who are NOT shortlisted. If you haven't heard from us within two weeks from application deadline, please assume your application has been unsuccessful. Keep an eye on our jobs pages as new vacancies are advertised regularly.

**Got any further questions? Email us at [hr@bcwa.org.uk](mailto:hr@bcwa.org.uk)**