



Job Pack: DLA and Admin Support Assistant - Ealing

Thank you for your interest in working for Contact. The job pack consists of the following documents:

- Guidance Notes
- Job Benefits Details
- Equal Opportunities Monitoring Form
- About Contact and the Role
- Job Description/Person Specification

Please return a completed application form along with an equal opportunities monitoring form by the date stated above.

It would be really helpful if you could save your documents in the following format 'yoursurnameappform.doc' and 'yoursurnameequalopps.doc'. This is so that we can identify them easily in a group of applications and cut down on the processing time in sending them to the panel.

If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.

Completed applications should be emailed to: recruitment@contact.org.uk or sent by post to:

HR Recruitment
Contact
G07 Wenlock Studios
50-52 Wharf Road
London N1 7EU

Guidance Notes for Applicants

Filling in the application form

- Please complete all parts of the application form. **(CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Contact does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

Disabled candidates

Contact welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

Equal Opportunities Monitoring

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service

The declaration must be completed. Contact is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to

reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the DBS website www.dbs.gov.uk or their DBS information line 0870 909 0811. The declaration form is not part of the short-listing process

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact please contact a member of our Human Resources Department 020 7608 8766 or email recruitment@contact.org.uk

Thank you for applying to Contact.

Job Benefits Details

Contract

- Temporary 7 months contract from 1st September 2026 until 31st March 2027

Salary

Scale 22 – 24, spine point 22 (FTE £32,751) Pro rata – £12,164.60

Annual Leave

- 25 days pro rata per annum plus one extra day for each completed year of service up to a maximum of 30 days after five years' service. Holiday year runs January – December.

Concession Leave

- 3 days a year for the period of office closure between Christmas and New Year.

Hours of Work

- 13 hours a week including Mondays. Normal office hours are observed but flexibility can be arranged in most areas of work. Family Friendly and Work Life Balance policies are observed.

Pension Scheme

- Auto-enrolment pension scheme. Matched contribution rate for employee and employer of up to 5%.

Employee Assistance Programme

- Covering employees and their families, a full EAP free counselling service is provided through Health Assured.

Season Ticket Loan

- Yearly season ticket purchase available after six months satisfactory service, repayable over a ten-month period.

Contact Equal Opportunity Monitoring Form

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

1. Full Name:	
2. Job Applied For:	
3. Date of Birth	4. Marital Status
5. Gender: Male / Female (delete as appropriate)	6. Nationality:

7. I belong to the following ethnic grouping: (tick as appropriate)

A: White A1: British A2: Irish A3: Any other white background (please specify)	B: Of Mixed Race: B1: White and Black Caribbean B2: White and Black African B3: White and Asian B4: Any other mixed background (please specify)
C: Asian or Asian British: E1: Indian E2: Pakistani E3: Bangladeshi E4: Any other Asian background (please specify)	D: Black or Black British: D1: Caribbean D2: African D3: Any other black background (please specify)
E: Chinese:	F: Any other ethnic group (please specify)

Please note that Contact is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

8. Do you consider yourself to have a disability? Yes / No
9. Do you have any disability for which special arrangements should be made, either in an Interview or employment situation? If so, please specify the nature of the disability and your requirements:
10. Are you a carer of a child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact Monitoring of equal opportunities and I give my consent to my details to be used for this purpose.

Signed: **Date:**

About Contact and the Role

About Contact

Contact is a UK-wide registered charity, established in 1979 to support families whose children have a disability. Contact improves the lives of all families with disabled children. With them, we transform their lives, break down barriers and tackle disadvantage through ambitious, collaborative and innovative work. We make a real and lasting impact and are a force for positive change.

Contact has a head office in Central London; local project offices in some London boroughs and home-based staff and volunteers across the UK.

Our national advice, information and support service

Contact has a range of advice and information resources, and digital content including education, benefits and finances, childcare, social care, diagnosis, medical information and more.

Our helpline

Contact provides a free national helpline for parents of disabled children offering advice and information on the issues affecting their daily lives.

Our national programmes

Contact runs a range of programmes across the UK, including information sessions, workshops, drop-ins in hospitals and parenting courses.

The Fledglings shop

Our Fledglings shop sells toys, clothing and sensory products that make life a bit easier for parents and more fulfilling for their child.

Campaigns & research

Contact campaigns with families to remove the barriers they face every day and conduct research so we understand the scale of the issues families face.

Parent carer participation

Contact is the Department for Education's parent carer participation delivery partner in England, helping parents work together with professionals to make improvements to local services

About the Role

Contact has been supporting families of children with disabilities aged 0-25 in the London Borough of Ealing since 1981. The project has offices in Southall as well as in central Ealing.

The project currently has 5 staff members: a Project Manager (currently under recruitment), a Co-Production Facilitator and 3 part time Family Workers.

The project is directly line-managed by the national Contact's Head of Community Based Information Advice and Support.

The project receives its core funding from the Local Authority and John Lyon's Charity. This is topped up by fundraising work from the staff and committee.

The project currently runs a wide range of advice and support activities for families who have children and young people with disabilities. These include:

- One to one support and advice, online and via the telephone or in person
- Regular group sessions and workshops for parent carers
- Family trips during school holidays
- Termly events newsletter and regular emails to registered parent carers.
- Support with form filling and meetings with professionals.

These activities are backed by fundraising and publicity work and by the recruitment of volunteers. Our office acts as a resource and information base for families.

Job Title:	Contact Ealing DLA and admin support assistant
Responsible To:	Contact Ealing Manager
Department and Location:	Dormers Wells Children Centre, Dormers Wells Lane, Southall UB1 3HX or 28 High Street, Ealing W5 2NP
Hours of work	13 hours per week between 1.09.2026 and 31.3.2027
Annual leave entitlement	5 weeks per year plus one day for each additional year served up to a maximum of 6 weeks (pro rata for part-time employees). See the Staff Handbook for details.
Job Purpose:	<p>To respond to enquiries and provide first advice and information to families in the London Borough of Ealing who have a child with a disability or special need (aged 0-25).</p> <p>To support colleagues to provide group and 1-2-1 support to families in Ealing, empowering them to tackle financial hardship, debt, poverty and isolation, and encourage social and financial inclusion.</p> <p>To support parents of all communities with form filling, particularly around DLA and PIP.</p> <p>To support the Contact Ealing team with administrative support around group sessions across all projects, specifically the Crisis Resilience project</p> <p>To work closely with statutory and voluntary services in Ealing in order to improve services to families and increase the take up of services and entitlements.</p>
Main Duties:	<ol style="list-style-type: none"> 1) Safeguarding the children and families we work with is at the core of all our work. All Contact staff members commit to adhering to our safeguarding principles and policies. 2) To help organise and provide administrative support for group sessions and workshops for parents and carers as well as family trips run as part of any of Contact Ealing projects 3) To offer individual support, advice, and information on a parent's first contact via telephone, email or at group sessions 4) To support parent and carers to complete forms and make applications to help maximise financial entitlements. 5) To be responsive to the needs of families living in the London Borough of Ealing. 6) To signpost and refer to support agencies and services as

	<p>appropriate to the individual needs of the family and their disabled children.</p> <p>7) To facilitate translation and interpreting support for families where needed, for example in meetings with statutory agencies and in completing forms.</p> <p>8) To support the Contact Ealing office with providing verbal and written information to parent carers and professionals.</p> <p>9) Be responsible for recording accurate information and advice in line with advice quality standard requirements.</p>
Cross functional duties:	<ol style="list-style-type: none"> 1. To work with colleagues in order to produce appropriate information and publicity materials for all families including translated materials when deemed appropriate eg event flyers. 2. Keep up to date with relevant new developments, policies and guidance. 3. To support and participate in events and activities as appropriate. 4. With the other Contact Ealing staff members, to contribute towards the production of the newsletter, which is an important regular method of communication with parents, professionals and supporters in Ealing.
General:	<ol style="list-style-type: none"> a) Our aims and objectives are set out in the current Strategic Plan. Policies such as Equal Opportunities, Health & Safety etc., are in the Staff Handbook. Staff are expected to work within these aims, policies and procedures and to ensure that they are followed by all staff for whom line management responsibility is held. b) The post-holder will be expected to assist with any reasonable administrative duty at the request of the line manager for the post. c) All members of staff are expected to participate in appropriate team meetings held to discuss particular topics. Staff are also expected to attend training events relevant to their specific responsibilities. d) All staff have supervision meetings, receive support and annual appraisal incorporating their training and personal development needs.

This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions and to update them to ensure that they relate to the role as it is being performed. All changes are discussed with employees before they are implemented.

Date: June 2026

Person Specification

The person appointed will be expected to have the key essential skills, knowledge and experience listed below. **In your application, please give examples of how you meet these points.**

The items under the heading 'desirable attributes' will also be useful for Contact and the post holder. However, candidates who do not have these desirable attributes should not be deterred from submitting an application.

Job Title:	Contact Ealing DLA and Admin Support Assistant- Contact Ealing
Essential skills, knowledge and experience	<ol style="list-style-type: none"> 1. Experience of working with and supporting families who have disabled children. 2. Knowledge and experience of the issues and concerns that affect families who have disabled children e.g. leisure provision, education, respite care. 3. Good organisational and administrative skills eg photocopying, printing, diary planning, managing emails. 4. Experience of using outlook, word, excel and powerpoint 5. Good spoken and written communication 6. Knowledge and experience of welfare benefits, especially DLA/PIP grants and other benefits targeted at families with disabled children. 7. Commitment to equal opportunity practice. 8. Ability to work in a busy team and to maintain effective communication with this team. 9. Self-motivating and flexible. The person appointed will often be working on his own initiative and will need to feel comfortable with this.
Desirable skills, knowledge and experience	<ol style="list-style-type: none"> 1. Ability to use initiative to gain access to hard-to-reach communities 2. Experience of group work, workshops and other activities for parents and carers of disabled children 3. Local knowledge of the London Borough of Ealing. 4. To be able to speak at least one community language, in addition to English, from the following: Punjabi, Hindi, Urdu, Bengali, Arabic, Farsi, Dari, Tamil, Somali or

	Polish.
Our Values	<p data-bbox="480 147 1425 192">Families at Our Heart</p> <ul data-bbox="544 237 1425 551" style="list-style-type: none"> <li data-bbox="544 237 1425 304">- We work with a deep respect for families, doing what we can to boost families' self-belief and empower them. <li data-bbox="544 327 1425 439">- We work tenaciously to understand the issues families face so that my work enables and supports colleagues in family facing roles. <li data-bbox="544 461 1425 551">- We instill a strong culture of families of being at the heart of our teams' work. <p data-bbox="480 618 1425 663">Trusted</p> <ul data-bbox="544 685 1425 1088" style="list-style-type: none"> <li data-bbox="544 685 1425 797">- We are non-judgmental when working with others and stay focused on respecting what they bring, and the skills they offer. <li data-bbox="544 819 1425 931">- We persist in the face of challenges, stay focused on our responsibilities and commitments, and the need to keep others aware of any issues. <li data-bbox="544 954 1425 1088">- We look for opportunities to build trust with families, colleagues, and partners by being open, honest, and compassionate. <p data-bbox="480 1155 1425 1200">Empowered</p> <ul data-bbox="544 1200 1425 1559" style="list-style-type: none"> <li data-bbox="544 1200 1425 1267">- We are not afraid of managing conflicting views and can work proactively to find constructive ways forward. <li data-bbox="544 1290 1425 1402">- We work inclusively with colleagues, partners and families, whilst balancing deadlines, to drive things forward and get things done. <li data-bbox="544 1424 1425 1559">- When we engage others in taking positive action, we focus on the bigger picture, on the 'right thing to do,' and what we can achieve together. <p data-bbox="480 1581 1425 1626">Bold</p> <ul data-bbox="544 1626 1425 1872" style="list-style-type: none"> <li data-bbox="544 1626 1425 1738">- When things feel unclear or complex, we take steps to check my understanding and to get the clarity we need to take action. <li data-bbox="544 1760 1425 1872">- We are confident to work with some ambiguity and can use creativity and initiative to identify positive actions we can take