

September 2025

Re: Application for the post of Helpline Advisor*

Thank you very much for your interest in the above. The post is full time, 36 hours per week Monday to Friday with a starting salary of £25,750 per annum plus benefits. A full job description/person specification can be downloaded: <https://www.yoursanctuary.org.uk/careers>

If you would like to apply, please send your CV and a covering letter to admin@yoursanctuary.org.uk. Applications will be considered upon receipt. In your covering letter please include a supporting statement on how your skills, experience and/or knowledge enable you to meet the requirements set out in the person specification/job description for this post. Please complete and return our Equality and Diversity Monitoring form; this will be kept separate from your application and is for monitoring purposes only.

If you have not been contacted within two weeks of sending through your CV then regretfully your application has been unsuccessful on this occasion.

People with lived experience of domestic abuse and/or other trauma can be attracted to this type of work through a desire to 'give back' and help others. It is vital that candidates are sufficiently healed from their own experience to be able to safely provide empathetic, resilient, robust and trauma-informed support for survivors. Please carefully consider your suitability when making an application.

Successful applicants will need to have a full driving licence and access to a reliable car for work purposes. Any offer will be subject to acceptable references. At Your Sanctuary, we welcome applications from all diverse communities and all backgrounds, including those with a criminal record, subject to a risk assessment. Due to the nature of the work involved in this post, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and it is therefore a condition of employment that all convictions are disclosed in advance and a Disclosure and Barring Service check will be required. Your Sanctuary has an Employment of Ex-offenders policy of which a full copy can be requested at any time.

Please note that we are required by law to ensure that all employees have the right to work in the UK. If offered the position you will be required to prove your right to work by providing one of the following documents: National Insurance Number Card; P45/P60; Work Permit. We look forward to receiving your application.

Yours faithfully

Lou Balmer
Operations Lead

* Please note that because of the nature of this post it is open to female applicants only and is exempt under Schedule 9 (Part 1) of the Equality Act 2010.