



Finding **strength**
through **support**



Working at the Stroke Association

Information for candidates



Contents

- 3 Information for candidates
- 4 Our purpose
- 5 The difference we want to see
- 6 Our values
- 7 Hear from our staff. What's it like to work here?
- 8 Working remotely
- 9 If you decide to apply
- 10 If you're invited for an interview
- 11 Disability confident
- 12 After the interview



Information for candidates

Thank you for your interest in working at the Stroke Association! We're a purpose driven organisation committed to continuous learning and making a difference for people affected by stroke.

The aim of this guide is to help your application process go as smoothly as possible so that you can show us what you will bring to the Stroke Association. In these pages, you'll find some essential background to our charity and information about what you can expect at each stage of the application and interview process. You can find more information about us on our website.



Welcome from our CEO

Hear from our CEO, Juliet Bouverie





Our purpose

The reason we exist as a charity, which guides and motivates everything we do, is to **tackle the devastation of stroke.**





The difference we want to see

We'll only fulfil our purpose for stroke survivors by working collaboratively across the whole health and care system. We've identified a set of long-term changes that are beyond any single organisation to achieve alone, but which we can achieve in partnership:



Increase the proportion of people helped by the **support** they receive after a stroke.



Reduce the self-reported **physical, cognitive** and **emotional** impacts of stroke.



Increase the proportion of people who are able to access appropriate **stroke treatment**.



Reduce the proportion of strokes which are **fatal** or **impact** on **independence**.



Reduce the incidence of stroke, taking account of **changes in population**.

Read our **Corporate Strategy** in full on our **website**.



Our values

Our values express who we are at our core. They define our culture and how we all do our jobs every day.

We are human

We believe in better

We give our all

We say it how it is

We are human

We've seen the full range of human emotions that stroke brings out. The devastation, despair, shock and indignity. We put ourselves in the shoes of the people we support. We recognise their unique needs, experiences, strengths and weaknesses with kindness. And we do the same with our colleagues, too. We embrace this to achieve the best possible outcomes for stroke survivors, our charity and our partners.

We believe in better

We're optimistic for the future. For all people living with the devastating effects of stroke and for our charity. We are driven by our desire for improvement, however big or small. We use real life stories to celebrate achievement and inspire hope for a better future. To learn from our mistakes. And move forward stronger than before.

We give our all

Our resolve to make a difference motivates everyone we work with. We inspire stroke survivors to gather the determination and strength they need to make their best recovery. And champion their needs when they can't. Together, our colleagues motivate each other and move people to support us however they can.

We say it how it is

Working together, we set realistic but challenging goals for ourselves and the people we support. We listen to what matters most to people so we can deliver what we said we would. We aren't afraid to show people the devastation that stroke causes. And what people can do to help those affected live their best life after stroke.

Hear from our staff.

What's it like to work here?

We're immensely proud of our people and culture. An amazing 85% of our staff and 89% of our volunteers would recommend the Stroke Association as a great place to work and give their time. Here's what some of our people have said:

'I enjoy the autonomy my role provides. I feel I am trusted to provide the support my clients need.'

'I feel the staff within our charity are non-judgmental, supportive and kind towards each other which enables people to be authentic.'

'Autonomy, having the freedom to make decisions and manage my work in my own way allows me to focus on what matters most... It helps me work more efficiently and creatively.'

'I like the coaching model and find it helpful for myself in that I am trusted to make decisions but able to seek support whenever I need it.'

'I appreciate the ethos at the Stroke Association that encourages participation, individuality and values the variety of skills that each individual employee brings to their role. I feel valued within my team and by the wider organisation... This is the most all-round best job I believe I have ever had.'

You can find out more about our **employee benefits** on our **website**.



Working remotely

We are a remote working organisation with most of our roles being undertaken from home. However, many roles do require travel, and some roles are based in specific areas.

Remote working offers increased flexibility and means that more of our money goes to directly supporting people affected by stroke. Here are some things to consider when applying for a remote role:

Internet Access: you will need access to a relatively fast (15 Mbps) and stable internet connection to access our systems and attend online meetings. Test your internet speed [here](#).

Space: you must have an appropriate space to work from. Our work often involves the management of sensitive personal information and it is important that you have access to a quiet and confidential space. We can provide a desk and office chair if you do not have one.





If you decide to apply

We're glad you've decided to apply.

For most of our roles we usually ask you to send a CV and a personal statement to support your application. However, for some positions, we may use a different application method – such as asking you to respond to specific, role-focused questions instead of providing a personal statement. Please refer to the job advert for how to apply

The personal statement is your opportunity to tell us what you would bring to the Stroke Association and the role you're applying for.

Each role profile includes a person specification that outlines all the essential criteria for the position. Hiring managers use these criteria when shortlisting candidates for interview. Please ensure your personal statement – or your responses to the role-specific questions – clearly demonstrate how you meet these requirements.

We are a Disability Confident Committed employer (see next page). This means that we are committed to interview any disabled person who meets all the essential criteria for a role. We know that it can feel difficult to disclose a disability when applying for a job, but please highlight in your covering letter or email if you would like your application to be considered under the Disability Confident scheme. Any information about disability will be kept confidential within the recruitment team.

Artificial Intelligence (AI)

We recognise that AI is becoming part of daily life and you may want to use it to help you format your CV, create responses to application questions or help you prepare for interview. AI can be a powerful enabler and we are open to you using it to apply for roles with us, but we ask you to ensure anything you submit truly represents your capabilities and viewpoint. We value honesty, integrity and creativity and want to understand what you will uniquely bring to our team.



Disability confident

Stroke is a leading cause of adult disability and as a stroke support charity, it's important to us to ensure a good experience for applicants with a long-term health condition or disability.

We are a Disability Confident Committed employer. This means that we have made commitments which help us recruit and retain people with disabilities and long-term health conditions:

- Ensuring our recruitment process is inclusive and accessible.
- Offering an interview to disabled people who meet the essential criteria for the job. The person specification on the role profile lists all of the essential criteria and this is what hiring managers will use to determine essential criteria for interview purposes.
- Anticipating and providing reasonable adjustments as required.
- Supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work.

Here are some things we do with all candidates to make the interview and application process as accessible as possible:

- Providing interview questions in advance.
- Telling you who will be on the panel or panels.
- Providing a choice of interview slots so that you can choose a time that suits you.

There are more adjustments you may find it helpful to ask for, whether or not you have applied through the Disability Confident scheme:

- Application details in a different format.
- Using your own Assistive Technology at the interview (please just let us know what you use).
- Rephrasing interview questions if needed.
- Avoiding hypothetical or abstract questions (helpful for some neurodiverse candidates).
- Sharing materials or tests in accessible formats.
- Allowing extra time for written or practical assessments.
- Allowing extra time to process and answer questions.
- Breaks during the interview process.
- Closed captions.

If there's anything that would help you that you don't see here we'd love to discuss it with you.

Your comfort and ability to thrive in your role are important to us, so don't hesitate to share any suggestions or needs you may have.



If you're **invited** for an **interview**

Great! We're looking forward to meeting you. We know interviews can be nerve wracking, but we want to see you at your best! Here's what you can expect at the interview stage.

For most roles we will invite you to a competency-based interview with a panel of two – four members of staff. For some roles, there may also be a job-related task, presentation and/or follow up interview. We'll tell you in advance:

- The format for the interview and any tasks you'll need to complete.
- Anything you'll need to complete tasks, such as software.
- Who will be on the interview panel/s (this can be subject to change).
- The questions that we'll ask you at the interview.

We use Microsoft Teams for interviews. You can install Teams from **this page**. You can find tips for online interviews **here**.

At the interview we want to hear specific examples of where you have shown your skills and approach. Consider using a framework such as STAR to think about your answers in advance. You can draw on your experiences at work and in other areas of life as well.

Situation: Describe a specific challenge or opportunity.

Task: Explain what you wanted to achieve.

Action: Describe what you did. If you worked as part of a team, tell us about your role.

Result: What was the outcome and what did you learn?

We welcome questions from you! An interview is not just for an employer to ask questions. It is also important that you look at whether you want to work with us too. There will be time at the end of the interview to ask questions. Please feel you can ask questions that really help you explore whether we are the right fit for you.

Remember we have asked you to interview because we have seen your potential. We want to meet you, find out what makes you tick and what you can bring to the charity.

Good luck!



After the interview

We'll let you know at the interview when you can expect to hear if you've been successful.

Whether or not you're offered a role, you will have the opportunity to get feedback on the interview process if you would like it.

We are committed to continually learning and improving our recruitment processes. If you would like to give us feedback on any aspect of your recruitment journey, you can speak to the hiring manager.

We wish you all the best with your application and interview!

