One25

For women to **heal and thrive**

APPLICANT GUIDE

Our recruitment process & becoming part of the team

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THANK YOU FOR YOUR INTEREST IN WORKING AT ONE25!



This guide is designed to help you understand what it's like to work for us, explain the recruitment process and help you decide whether you'd like to apply to work with us.

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Our vision

A world where all women are safe, feel loved and thrive.

Our mission

To meet women who street sex work where they are, supporting them to move from crisis and trauma towards independence in the community.



Our story

Since 1995, One25's incredible team of employees and volunteers have been supporting women who street sex work through providing person-centred, trauma-informed services. The project was founded in 1995 as a result of concerns from local agencies and churches about the health & wellbeing of women who street sex work in Bristol. A drop-in facility was opened at the Salvation Army on Lower Ashley Road. In 1996, the drop-in moved to 125 Cheltenham Road, giving the project its enduring name - One25!

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OUR VALUES

- Compassion - we care
- Justice - we fight for change
- Learning - we grow together



OUR RECRUITMENT PRINCIPLES

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Safe recruitment
We're committed to safeguarding the women we support, as well as our staff and volunteers.

Candidate experience
We take a trauma-informed approaxch, aiming to create a safe, respectful and supportive experience for all candidates.

Values-led
Our recruitment is guided by One25's values of compassion, justice, and learning.

Equity and inclusion
We design recruitment to minimise barriers and ensure equity of opportunity.

Fairness and justice
We ensure that all recruitment deciisions are based on skills, abilities, and potential, not on personal characteristics or circumstances.

Valuing lived experience
We recognise lived experience as a strength and valuable expertise alongside professional knowledge and skills.

Accessibility and flexibility
We provide reasonable adjustments and flexible processes to remove barriers and enable everyone to participate fully.

Integrity and transparency
We conduct recruitment openly and honestly, declare conflicts of interest and ensure job descriptions and person specifications accurately reflect each role.

Confidentiality and data protection
We respect candidate privacy. Recruitment records are managed in line with UK GDPR, and applicants have the right to access their personal data.

Collective responsibility
Everyone involved in recruitment shares responsibility for upholding these principles.

WHAT TO EXPECT

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You'll build deep, trusting relationships - but it takes time.

Many of the women we support have expereinced extreme trauma and exclusion. Earning their trust takes patience, consistency and care. its some of the most powerful work you'll do.

You'll witness injustice - and we won't ask you to be OK with it.

We support staff to name, navigate and challenge injustice together.

You may feel it deeply - and that's human.

This work can be emotionally demanding. Vicarious trauma and moral injury are real, and we take them seriously. We've built a strong culture of reflective practice, supervision and psychological safety to help you stay well.

Sometimes there will be pressure.

Working in a charity means balancing big ambitions with limited resources.

You'll see change - but not always quickly.

Progress is often non-linear, but we meet women where they are, hold onto hope and celebratre every step forward.

You'll never be expected to carry it alone.

We work as a team - showing up for each other, checking in, debriefing after difficult days, and creating space for humour and hope.

You'll be part of something that matters.

Our work is challenging, but it's also full of meaning. You'll walk alongside women who are surviving and resisting some of the hardest things life can throw at them - that's a privilege.

BENEFITS

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- 25 days annual leave (pro rata) in addition to bank holidays, increasing with length of service up to 30 days
- Option to join the 4 Day Week at six months, subject to passing probation (work 20% less for the same salary).
- Opt-out pension scheme (NEST)
- Time Off In Lieu (up to 13 days per annum)
- Free group and one-to-one counselling for casework staff
- Mental Health Champions
- Reflective practice
- Enhanced maternity/paternity/partner/adoption leave - 12 weeks full pay and 12 weeks half pay for all
- Paid emergency dependency leave
- Generous enhanced sick leave
- Ongoing training opportunities
- On-site secure bike storage, Dr Bike and Cycle Scheme
- Health Cash Plan & Employee Assistance Programme









YOUR APPLICATION

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To apply for a job at One25, you need to send us your CV and a cover letter to jobs@one25.org.uk and state clearly which job you are applying for.

We aim to host an 'Ask us Anything' session on MS Teams for each role before the application deadline, which is an opportunity to learn more about the role and the culture at One25 from the hiring manager and another member of the team. During this session there will be an opportunity to ask any questions you may have.

Your CV should include your work experience, qualifications and any other relevant information e.g. volunteering. A cover letter is your opportunity to introduce yourself and highlight any experience or skills within your CV which are relevant to the job you're applying for. If you're successful in securing the role, discrepancies in employment dates found during referencing may delay your onboarding, so please ensure all dates on your CV are accurate.



TIPS FOR A GREAT APPLICATION

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1. Show an understanding of One25 and its services and share with us why you feel you'd be a great fit for our team.

Let your personality shine through - applications that reflect a genuine interest in what we do really stand out. For instance, you might mention what draws you to the role, which of our values you connect with, or what excites you most about joining us. This is your opportunity to show us what connects you to One25.

2. Please thoroughly read the job description and person specification before applying – we can only shortlist candidates for interview who demonstrate how they meet the essential criteria.

Your application will be assessed against the criteria listed in the person specification. To have the best chance of being shortlisted, you should draw on your previous experience and provide examples of how you meet each aspect of the essential criteria. Don't worry if you don't have direct experience and don't let this put you off applying – identify your transferable skills and use these to demonstrate your suitability for the role.

TIPS FOR A GREAT APPLICATION

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3. Don't just say you have a skill, knowledge or experience - try to provide examples of a situation where you've used them in practice.

Illustrating how you've applied them in a real scenario makes an application more compelling and allows you to better evidence your suitability for the role. For example:

Person specfication criteria	**No evidence of skills in practice**	**Conveys skills and abilities clearly**
Excellent communication skills	'I have great communication skills'	'In a previous role, I created written guides to explain a new process to the management team. I presented this to them in a clear way during a team meeting to ensure they understood it and volunteered myself as a point of contact for them to come to if they needed more guidance.'
IT skills	'I am good with computers'	'I regularly use Google Calendar to organise my family's schedule. I create and update events, set reminders, and share the calendar with family members to make sure everyone is aware of appointments and commitments.'
Organisation skills	'I am highly organised'	'I organise my work and manage multiple deadlines by prioritising tasks as the beginning of the day, creating a to-do list for the day and blocking out time to complete each task, to ensure they are all completed on time.'
Ability to work in a team	'I am a good team player'	'Whilst working in a coffee shop, I trained new staff on customer service and preparing drinks to ensure service ran effectively. At the end of a busy shift, after I finished my cleaning tasks, I supported my colleagues to finish theirs too so that the shop was clean and tidy for the next day.'

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THE USE OF AI IN APPLICATIONS

We know that there has been a recent rise in the use of Artificial Intelligence (AI) in everyday life and we understand how useful these tools can be. It is fine if you'd like to use AI to develop your application, but we don't want to see applications created *only* by AI. If you use AI, please double check the employment history dates in your application for any errors that may contradict references from previous employers.

We'd really like to hear about your skills, experience and enthusiasm from your own perspective and in your own words, so we can get to know you and understand why you'd be a great fit for One25. Applications written in your own words always feel more genuine and personal and stand out the most.

If you do have a need to rely on AI more extensively than this, please email jobs@one25.org.uk to let us know and to explain why.





INTERVIEW DAY

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When we let you know that you've been selected for interview, we'll send you a follow up email to confirm our office address, your interview time and any further instructions. At this point you'll have the opportunity to let us know if you require any reasonable adjustments - e.g. receiving the interview questions in advance, having a longer interview, or regular breaks during the interview process.

Depending on the time of your interview, we'll endeavour to give you a tour of the building if you'd like one, but this may not always be possible due to our services running.

Please note: Our interviews are usually held in person, but if this is not possible for you, then we are happy to host it on Microsoft Teams. If this is the case, we'll send you instructions in advance and let you know what to expect on the day of your interview.

INTERVIEW DAY

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On the day of your interview, please arrive at (or just before) your allocated time. Our office space is quite small, so if you arrive very early, we might advise you to come back closer to your interview start time. There is a coffee shop a few doors down from our office and a small park around the corner where you can relax for a while if you need to!

When you arrive, we'll offer you a drink and sit you in a quiet room so that you can relax for a few minutes before your interview. Depending on the role you're interviewing for, there may be a pre-interview task for you to complete. For every role, you'll get 10 minutes to read over the interview questions before going into the interview.

When it's interview time, we'll take you down to meet the panel. The panel will always consist of three people and one of them will be the hiring manager. They'll introduce themselves and then begin the interview. it's a very relaxed process and please remember that you are at the interview to see if we're a good fit for you, as well as the other way round! There'll be an opportunity for you to ask questions at the end of the interview.



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FAQS

1. Can I request adjustments for the interview / application process?
Of course - please email us at jobs@one25.org.uk and we can discuss this.

2. I have a disability. Can I still apply?
Absolutely. We can make reasonable adjustments to the interview process and the role wherever this is possible. Unfortunately, the configuration of our old building means that there are some barriers in terms of accessibility which if you have any specific accessibility requirements, please contact us at jobs@one25.org.uk.

3. What if I have a criminal record?
One25 appreciates that people in recovery may have previous convictions; these will not automatically be a barrier to them being involved in the work of One25. One25 will risk assess any criminal convictions related to an individual, considering historical timescales and the context of convictions balanced with the contributions they have on offer for the service. We may not be able to offer paid (or voluntary) positions to anyone who has convictions related to the protection of vulnerable adults or children.

FAQS

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5. Is your office wheelchair accessible?
Unfortunately, our office is not fully wheelchair accessible. We have created an access guide **here** which provides more detail about accessibility.

6. Is hybrid working an option?
One25 recognises the benefits that both home working and office working can offer. Routine homeworking will be viable for different roles to varying degrees and where homeworking can be accommodated, we're happy to consider any requests. The job advert for a role should specify whether hybrid working is possible. You are welcome to send questions about a specific role to jobs@one25.org.uk.

7. Do you sponsor visas?
Unfortunately we cannot sponsor visas at One25.

FAQS

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8. Is One25 a trans-inclusive organisation?

At One25, when we refer to women, we do so in the social, trans-inclusive definition of the word. We mean all women - including cis women, trans women, and also non-binary people with lived experience of womanhood.

As an employer, we want to provide a safe, respectful and enjoyable environment for transgender employees. We offer paid time off for colleagues seeking gender affirming care and are committed to continuous learning and awareness around trans-inclusion. We welcome applications from transgender candidates but we have also been impacted by the recent judgement in the Supreme Court about the definition of the term ‘woman’ in the Equality Act. For some roles where there is a genuine occupational requirement to be a woman, we can only lawfully appoint people who were assigned female at birth. This will always be stated clearly in job adverts if this is the case. We welcome applicants to get in touch with us if they’d like to discuss this further.