



## Job Description

**Job Title: Administration Officer**

Reports to: Healthwatch Area Manager

Hours of Work: 10 per week

Contract type: Permanent

Salary: Equivalent £18,00.00 pro rata

Annual Leave: 25 days plus public holidays/ pro-rata

Location: Office base in Nailsea.

Although set hours will be agreed, additional hours may be available regularly to meet the needs of the organisation.

**Job Purpose:**

To work at the direction of the Area Manager and Charity Directors to ensure that the administrative needs of Healthwatch are met.

To minute meetings of the Directors and other meetings.

Be responsible for day-to-day administration matters.

Input into online databases for Healthwatch Bristol, North Somerset and South Gloucestershire (HW BNSSG).

To represent Healthwatch BNSSG.

**Tasks include:**

Undertake administrative duties at the direction of the Area Manager in relation to record keeping, such as filing, petty cash, purchasing and printing. database management and general office administration.

Deal with correspondence as directed by the Area Manager or Directors.

Aid the Area Manager in keeping financial records.

Organise venues and plan for meetings of the Directors and other meetings. Take minutes and produce for approval and for publication on websites.

Responsibility for day-to-day administration such as shredding, binding reports, making up name badges, collating resource packs.

Maintain database of directors and register of attendance at meetings.

Maintain database of Healthwatch members, and other stakeholders such as councillors, Local Authority officers, Patient Participation Groups, health and social care providers, commissioners and Leads.

Deal with mail and correspondence referring to Area Manager or Directors if appropriate.

Deal with enquiries from the public and/or organisational representatives via telephone, email, or other means.

Be responsible for routine office procedures.

Maintain petty cash and coordinate directors and staff expenses.

Advance the profile of Healthwatch.

Ensure information systems are up to date in liaison with the Area Manager.

Work at the direction of the Area Manager and/or Directors to represent Healthwatch at events.

Support the work of the Area Manager, Area Leads and/or Directors in engagement activities.

Carry out other duties from time to time that are commensurate with the pay grade and skills base appropriate for this post.

In addition to undertaking the duties outlined above the post holder will be expected to fully adhere to the following:

- Equality; act in accordance with the organisation's Equality, Diversity and Inclusion Policy which is designed to prevent discrimination of any kind and ensure equality of opportunity is a key principle that is continually embraced.
- Operational; ensure that all duties are carried out in line with the organisation's health and safety, operational, performance management, personnel, data protection (GDPR) and financial regulations policies and procedures.
- Corporate Image; always adopt a professional image.
- Safeguarding; be aware of and adhere to safeguarding policies.
- Confidentiality; adhere to our confidentiality policy relating to the organisation's information. public feedback information, volunteer information and procedures.

## **Person Specification**

Essential Personal Characteristics

1. Ability to work alone without supervision
2. Strong initiative and task flexibility
3. Enjoy people contact
4. Excellent communication skills
5. Numerate accuracy and good written and verbal English

6. Happy with routine work

**Essential Skills and Experience**

- 1. Experience of general office practice and administrative skills including:
  - a. Computer literacy (using MS Office 365)
  - b. Database management (willing to learn to use CiviCRM)
  - c. Sound record keeping (excel spreadsheets, shared online folders)
  - d. Organisation of meetings (Word documents, PowerPoints, use of online platforms such as MS Teams and Zoom)
  - e. Minute taking
  - f. Commitment to organisations values and mission.

We have introduced values into our recruitment process to ensure that we do not just recruit people for their skills and competence but also look at how applicant values connect with our organisation’s set of values. We therefore score job applications against the criteria given in the person specification and your statement. Our organisational values are:

INDEPENDANCE	INTEGRITY
INCLUSIVITY	COMMITTED TO THE NOLAN PRINCIPLES (of public life)
TRANSPARENCY	NON-JUDGEMENTAL
IN COPRODUCTION	CONTINUALLY IMPROVING

**Desirable skills (or willingness to undertake training)**

- 1. Experience of interacting with the public on the phone, at meetings and events.
- 2. Experience of uploading to databases, managing contacts, and sending bulk mail.
- 3. Knowledge of health and social care across the BNSSG area.

**Other**

- 1. Willingness to work flexible hours when required or additional hours when needed.