JOB DESCRIPTION

Healthwatch Knowsley Support Team

Administration Officer [Signposting]

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Job Title: Administration Officer (Signposting)
Salary: £17,772
Hours: 35 per week, temporary for 9 months
Location: Huyton, Knowsley
Responsible to: Manager, Healthwatch Knowsley Support Team

Job Purpose

To provide administrative and clerical support to the Healthwatch Knowsley Support Team

Main Duties

1. To receive and effectively signpost any telephone enquiries to Healthwatch Knowsley CIC.
2. To maintain a database of enquiries to Healthwatch Knowsley.
3. To provide admin support to meetings of Healthwatch Knowsley.
4. To produce documents and correspondence as required, including minutes of meetings and agendas.
5. To establish and maintain efficient office systems.
6. To order stationery and other equipment to support the activities of Healthwatch Knowsley.
7. To provide administrative support in organising events, conferences and training.
8. To undertake any other tasks as may reasonably be deemed appropriate.
**Equal Opportunities**
To be committed to equal opportunity principles and to comply with the managing agency’s policies and procedures relating to equal opportunities.

**Confidentiality**
To maintain confidentiality of all information and records relating to the work of Healthwatch Knowsley and Sefton CVS.

**General**
To participate in staff development, to use all relevant learning opportunities to improve personal skills.

**Hours of Work**
35 hours per week.
The post-holder may be required to work flexible hours in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted subject to Sefton CVS’s policies and procedures and prior agreement of the line-manager.
The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

**Management Arrangements**
The post-holder will be employed by Sefton Council for Voluntary Service, seconded to Healthwatch Knowsley CIC. Line-management will be provided by the Manager, Healthwatch Knowsley Support Team.

**Funding**
The post is for 9 months (maternity cover).
PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

Common Requirements for all Sefton CVS posts

Communication Skills
- To be able to understand and be understood by different groups and individuals in various situations.

Interpersonal Skills
- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills
- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working
- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology
- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities
- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector
- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.
Specific Requirements to this post

- Experience of working in a customer service or public facing role.
- An understanding of the structure and delivery of NHS and social care services.
- An understanding of the remit of Healthwatch and importance of patient involvement.
- Good communication skills, both oral, listening and written, and the ability to engage and build relationships, especially when dealing with callers who need support.
- The ability to use the web and other sources of information to find answers and pass on relevant information in a structured way.

Desirable Requirements to this post

- Knowledge and previous use of a customer relationship management (CRM) database.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation’s procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS’s policies and procedures and prior agreement with the line-manager.
The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

**Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

**Annual Leave & Public Holidays**

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

**Travel & Other Expenses**

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

**Equal Opportunities**

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

**Navajo Charter Mark (LGBTI)**

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.

Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.
Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.

What we mean by disability

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview

The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply

If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.