



JOB DESCRIPTION

Job Title: Signposting, Information and Administration Officer

Salary: £17,072

Location: Burlington House, Waterloo, Sefton.

Hours: 35 hours per week

Accountable to: Manager. Healthwatch Sefton.

Job Purpose: To be the main point of contact for members of the public who want to access the Healthwatch Sefton Signposting & Information Service and the Independent Complaints Advocacy service.

To provide Healthwatch Sefton with up to date intelligence on key trends from the Healthwatch Sefton Feedback centre and keep the Healthwatch Sefton website up to date with information and news.

Main Duties and Responsibilities:

1. To receive and effectively signpost enquiries that are received by the Healthwatch Sefton signposting and information service. The post holder will take calls, answer emails and letters, providing information and signposting to members of the public.
2. To receive complaint advocacy enquires (Tier one) and signpost to the relevant service(s).
3. To maintain and develop a customer relationship management (CRM) database to record enquires received through the signposting and information service and all other Healthwatch Sefton related activities. The post holder will maintain accurate recording systems in line with data protection and consent requirements.
4. To provide administrative support to the Healthwatch Sefton staff team including administration of the feedback and informatics centre, the website and the Healthwatch Sefton Independent Complaints Advocacy Service.

5. To produce documents and correspondence as required, including minutes of meetings and agendas. This will include preparing/ or assisting in the preparation of reports.
6. To order stationery and other equipment to support the activities of Healthwatch Sefton.
7. To provide administrative support in organising events, conferences and training.
8. To undertake any other tasks as may reasonably be deemed appropriate.

General

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

The successful candidate will be required to undergo a Disclosure and Barring Service (DBS) enhanced check.

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

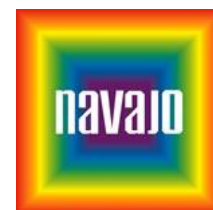
Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

However, although every attempt is being made to meet the access needs of disabled people, it cannot 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.

In such cases, 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 Two Ticks Scheme

Sefton CVS have been awarded the Disability Two Ticks accreditation 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 Two Ticks Scheme 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 Two Ticks 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.

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.
- Knowledge and previous experience of 'Word Press', open source software for maintaining and updating a website.