

Administration Officer

Job Profile



Who we are and why we need you	<p>We need you to join our energetic team to work with us to:</p> <ul style="list-style-type: none">• Help run and support the Cambridgeshire and Peterborough Partnership Boards which give people using adult social care a say on current and future services.• Help co-ordinate and deliver our public Health and Care Forums across Cambridgeshire and Peterborough.• Help us develop partnerships in our local communities to enable local people to have their voices heard. <p>Healthwatch Cambridgeshire and Peterborough runs the two local Healthwatch services in Cambridgeshire and Peterborough.</p> <p>Our Healthwatch is your local health and social care champion. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.</p> <p>We can also help you to find reliable and trustworthy information and advice.</p> <p>We are looking for passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>You will help us to:</p> <ul style="list-style-type: none">• Improve health, independence and well-being, through promotion of good engagement for people with health and care services.• Develop links to communities and to professional and voluntary stakeholders.• Deliver good services economically, being aware of value for money.• Increase our sustainability.
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<p>What we need you to do for us</p>	<p>Duties</p> <p>The primary purpose of the role is to support the Partnership Development Manager in delivering the adult social care partnership boards, and other engagement activity required by the commissioner.</p> <p>Provide general administrative support to help us deliver a high-quality service.</p> <p>Specific tasks</p> <ul style="list-style-type: none"> • Taking minutes for Partnership Board and Health and Care Forums and circulating. • Setting up the Partnership Board and Health and Care Forums – these may be online or face to face events. • Maintaining the mailing list for Partnership Board and Health and Care Forums. • Recording actions and liaising with colleagues to log and progress these. • Work with comms colleagues to promote the Partnership Board and Health and Care Forums. • Respond in a timely manner to public telephone and email enquiries. • Maintain accurate and up to date office systems and procedures. • Attend and assist in the preparation of meetings, also setting up and clearing of rooms, including booking venues and arranging transport for the Partnership Board members who require it. • Undertake specific pieces of work as delegated by the Partnership Development Manager. • Any other work as required.
<p>This job is ideal if you are motivated to</p>	<ul style="list-style-type: none"> • Use your organisational and administrative expertise and knowledge and your proven communication skills to support the development of the organisation and help to improve health outcomes for local people. • Enjoy methodical, structured work.

	<ul style="list-style-type: none"> • Make a difference and see the impact of your work on other people's lives. • Work closely with colleagues to provide a seamless professional service. • Deal with constantly changing priorities. • Enjoy working with people, building relationships and understanding the needs of others, problem solving where necessary to enable them to participate in and contribute to meetings.
<p>Experience and skills we need you to have</p>	<p>You will have</p> <ul style="list-style-type: none"> • Experience of working in a customer service or public facing role. • Experience of maintaining efficient administrative systems. <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • Evidence of continuing education and/or personal development. • Willingness to learn about producing information in different formats. • A good understanding of the remit of Healthwatch and importance of patient involvement. • An understanding of the structure and delivery of NHS and social care services. <p>You will also need to demonstrate</p> <ul style="list-style-type: none"> • Good communication skills, both oral and written, and the ability to engage and build relationships with a range of stakeholders; especially with people with lived experience of disability, are older or are carers. • Computer literacy enabling the effective use of the Microsoft suite of packages and social media skills. • Energy and drive with a focus on delivery. • Excellent team collaboration skills, supported by practical experience. • Good interpersonal skills which enable you to work effectively as part of a team. • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business.

	<p>You will need to be</p> <ul style="list-style-type: none"> • Approachable • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Respectful • Reliable • Professional • Commitment to excellence in customer service • Commitment to equality, diversity and inclusion <p>Other</p> <ul style="list-style-type: none"> • A flexible approach • Flexibility to work outside office hours • First aid qualification or willingness to obtain (to be funded by Healthwatch Cambridgeshire and Peterborough) • Able to drive and have own car
<p>Who you will be reporting to and working with</p>	<p>Join our enthusiastic and committed team – You will be managed by our Partnership Development Manager.</p> <p>Working within a small organisation you will need to be adaptable and flexible and happy to roll your sleeves up.</p>
<p>How we will reward you</p>	<p>1. Salary Salary of £21,000 per annum pro-rata (pay award pending) plus £300.00 'Welcome Payment' on the successful completion of the six-month probationary period.</p> <p>2. Working Hours & Location Part-time at 25 hours per week, Monday to Friday. Working patterns including start and finish time to be agreed with your manager so as to support the provision of excellent customer service.</p> <p>The normal places of work will be the office of Healthwatch Cambridgeshire and Peterborough at The Maple Centre, 6 Oak Drive, Huntingdon.</p>

Home working arrangements can be discussed, although you will be expected to attend meetings and events across Cambridgeshire and Peterborough as required.

During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.

3. Annual Leave, exclusive of bank holidays

Pro-rata, based on a full-time equivalent of 28 days per annum.

Three of these days are to be taken between the Christmas / New Year period.

4. Pension

Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.

Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.

For more information visit <http://www.tpt.org.uk/>

5. Sickness

Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows: -

- Within the first three months of employment Healthwatch Cambridgeshire and Peterborough will pay as normal for the first working week's absence, then revert to statutory sick pay (SSP)
- During the first two years of service (but after three months) one month's full net pay then two months' half pay, then reverting to SSP.
- After two years' service, two months' full net pay and four months' half pay, then reverting to SSP.