

<b>Job Title:</b>	Administration Support Officer
<b>Duration:</b>	Fixed term 2-year contract from start date
<b>Hours:</b>	16 hours per week
<b>Location:</b>	No. 2 The Esplanade Second Floor, Suite 5 Rochdale, OL16 1AE
<b>Responsible to:</b>	CEO
<b>Salary:</b>	£9,518.08 actual
<b>Annual Leave Entitlement:</b>	25 days + BH pro rata
<b>Job Summary</b>	To provide administration and support to Healthwatch Rochdale

### About Healthwatch Rochdale

The Healthwatch Rochdale structure is based on staff members supporting local people to design, manage and deliver our services. We depend on attracting, training and retaining many local volunteers with diverse skills and backgrounds who together can make an impact on the commissioning and delivery of health and social care services.

Staff will focus on supporting local people to represent and act, rather than acting on their behalf. This includes involving local people in identifying the health and wellbeing issues that matter to them and working with the insight, energy and assets of the community to shape actions and activities in response.

### Purpose of Healthwatch Rochdale

Healthwatch Rochdale's role is to:

1. Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and how services could be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and make these views known.
4. Make reports and recommendations about how local care services could be improved.
5. Provide information about local health and social care services to the public.
6. Formulate views on the standard of provision and whether and how the local care services could be improved.

7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

### **Main purpose of the Admin Support**

The administrator for Healthwatch Rochdale is accountable and managed by the CEO. The post holder will have responsibility for the day to day record keeping & office administration of Healthwatch Rochdale.

### **Main Duties and Responsibilities**

#### **Office Tasks**

- To administer the admin email address and reply accordingly
- Responsible for ensuring effective data management and record-keeping of Healthwatch Rochdale information (including financial data) tracking and chasing where responses to queries have or have not been received
- To act as a point of contact by dealing with telephone enquiries and visitors
- To conduct regular office audits including stock control and filing requirements and maintain a filing system for easy access to records and information
- Ensure the photocopier is maintained and kept in working order
- Financial inputting
- Responsible for website maintenance and social media account development and updates
- PA to CEO
- Data inputting

#### **Administrative Support**

- Responsible for organising and convening meetings, booking rooms, and refreshments for all Healthwatch Rochdale meetings
- Responsible for securing appropriate venues and support for Healthwatch activities, wherever possible using existing community and public facilities and venues of stakeholder organisations

- Responsible for updating and maintaining accurate records of members and meetings, such as database and management reporting
- Responsible for booking induction, ongoing training and briefings for Healthwatch Rochdale staff and board members
- Responsible for effective organisation of meetings, giving appropriate notice, and supporting the write up of recorded meetings
- Dealing with all levels of communication by telephone, email and letter
- To support Healthwatch colleagues to fulfil activities outlined in the Healthwatch Rochdale action plans
- To assist in the delivery of the information, advice and signposting function
- To coordinate the monthly Healthwatch Rochdale e-bulletin for distribution
- To assist in the production of the Healthwatch Rochdale quarterly newsletter
- To assist in data inputting into our feedback system following GDPR requirements

### **Social Media**

- To post social media updates as directed by the Volunteer and Engagement manager
- To support the Communications Officer in the production of social media campaigns

### **Other Duties**

- To support the drafting of reports letters and emails
- To provide support or cover for Healthwatch Rochdale colleagues (where appropriate)
- Contribute to annual appraisal process

### **General Responsibilities:**

- To work within Healthwatch Rochdale mission and values.
- To work as a member of a small team

- To undertake appropriate training if required
- Act at all times within the rules, policies and procedures of Healthwatch
- To work as a member of Healthwatch Rochdale team, and to contribute to the development of policy and good practice within the organisation.
- To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act, including reporting and health and safety hazard immediately it becomes apparent.
- To work in accordance with the Data Protection Act/GDPR and to ensure all Data Protection problems are reported to the CEO.
- To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes Healthwatch Rochdale.
- Maintain personal and professional competency and appropriate development
- Undertake any responsible tasks, responsibilities and activities as requested by the line manager in order to ensure the smooth running of the organisation
- Contribute to reports such as the organisation's annual report
- Travel locally for meetings and events
- Ensure the security of office equipment
- Must be legally entitled to work in the UK

## Person Specification

Requirements Sought		Method of Assessment (Assessment – A, Interview – I, Presentation – P)
<b>A) Skills</b>		
1	The ability to work and communicate with people from a wide range of backgrounds.	A + I + P
2	The ability to absorb and condense information from a variety of sources to produce simple, accurate, accessible publications e.g. leaflets, fact sheets, stories, press releases and newsletters.	A + I + P
3	The ability to plan and organise your work, to manage your own time within agreed plans, e.g. setting and keeping to a timetable for the production and distribution of the Healthwatch Rochdale newsletter.	A + I
4	The ability to work effectively as part of a team.	A + I
5	The ability to undertake monitoring and keep accurate statistical records to meet specific requirements e.g. those laid down by funders.	A + I
6	The ability to develop and promote the Healthwatch Rochdale website as a source of information to private, public and voluntary and community groups.	A + I
<b>B) Knowledge and Experience</b>		
1	Experience of working with voluntary and community groups in a paid or unpaid capacity.	A + I
2	Experience of producing simple publications in plain English.	A + I
3	Experience of using Microsoft Office, Publisher, Excel and Outlook	A + I
4	Experience of using a database.	A + I + P
<b>C) Work Related Circumstances</b>		
1	Willingness to work flexible hours, with reasonable notice,	A + I

	including unsocial hours and weekends.	
2	Commitment to personal development through supervision and training.	A + I
3	A positive commitment to the implementation of Equal Opportunities.	A + I