

Job Title:	Company Administrator
Duration:	Fixed Term 2-year contract from start date
Hours:	21 hours per week - Monday, Wednesday, Thursday - 09.00-16.00
Location:	Currently home working until May 2021 due to Covid -19 Healthwatch Rochdale, 104-106 Drake Street, Rochdale, OL16 1PQ/ Remote Home working
Responsible to:	CEO
Salary:	£21450 pa (pro rata for this part time role the salary will be £12012 pension contribution provided at 3%)
Annual Leave Entitlement:	25 days pro rata
Staff Benefits	After time served: Simply Health Cash plan Increased annual leave entitlement Minimum wage employer
Job Summary	To provide company 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 local health and care 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

The role of Healthwatch Rochdale 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 Company Administrator

The Healthwatch Rochdale Company Administrator is accountable to the CEO of the organisation. The post holder will have responsibility for the day to day management of all company administration duties for Healthwatch Rochdale. The Company Administrator will direct line the administration support role within the organisation.

Main Duties and Responsibilities

- To direct line manage the Healthwatch Rochdale administration support
- Internal governance meeting management and support
- Risk management
- Management of internal governance processes, meeting management and minute taking
- Compliance management of staff, directors & volunteers
- To implement and manage a phone system for incoming calls into the organisation
- Business plan and business contingencies planning
- Acting as a personal assistant to the executive team- To act as a point of contact to the board of directors
- Policy & procedure management
- Writing and editing company correspondence
- Financial management & reporting

Other duties:

- 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 Rochdale
- To work as a member of the 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 any 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)
A) Skills		
1	The ability to work and communicate with people from a wide range of backgrounds.	A + I
2	The ability to create accurate information	A + I
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 minutes and action logs	A + I
B) Knowledge and Experience		
1	Proven experience in providing effective administrative support to a manager including letter writing, minute-taking, prioritising e-mails, and co-ordinating meetings.	A + I
2	Experience of direct line management	A + I
	Experience of working in a fast-paced environment whilst prioritising conflicting demands	
3	Experience of using Microsoft Office, Publisher, Excel and Outlook	A + I
4	Experience of financial reporting	A + I
	Experience of setting up and maintaining compliance management	A + I
	Experience of controlling and implementing new policies and procedures into the organisation	A+I
C) Work Related Circumstances		
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