

Job Description

Post:	Administrative Support
Salary:	Full time salary of £19,500 per annum (pro rata)
Contract:	to 30 October 2017 with possibility of extension
Working hours:	17.5 hours per week
Responsible to:	Chief Executive

Purpose of Role:

Success looks like:

- Healthwatch Bucks meetings run smoothly
- Requests for information are answered promptly
- Other administrative tasks are delivered promptly
- Working closely and effectively with the rest of the team to help Healthwatch Bucks deliver

Key Responsibilities:

- **Meetings**
 - To co-ordinate Healthwatch Bucks governance meeting schedule, including booking meetings into diaries, arranging venues and liaising with facilities managers as necessary to organise equipment and catering - including setup at venue
 - Support the creation and distribution of meeting papers and training materials
 - To arrange other meetings and training for Healthwatch Bucks as required
- **Information and signposting**
 - To manage the Healthwatch Bucks Information mailbox liaising with other members of the team to ensure enquiries are answered in an accurate and timely fashion, signposting correspondents as appropriate to other services
 - To answer the Healthwatch Bucks telephone line, liaising with other members of the team as necessary to provide answers to any queries received, signposting correspondents as appropriate to other services
- **Records and data entry**
 - To keep distribution lists and other records up to date, including a central record of volunteer details
 - Record information and signposting activities in our Customer Relationship Management system
 - Update website content via a Content Management System
 - To support on data entry for projects
- **General administration and support**

- To support one off administrative tasks including recruitment, mailings, photocopying and other ad hoc administrative tasks that may be required as part of organisational delivery
- To work to support the team generally on the delivery of Healthwatch Bucks outcomes

The Person:

- You have experience of administration and understand its importance to an organisation
- You are happy talking to and emailing members of the public - and dealing with calls to which you may not immediately know the answer
- You have a good understanding of Microsoft Word and Outlook and some experience of using Excel
- You are happy to take ownership of some key administrative processes
- You can work collaboratively as part of a team - supporting others on a number of tasks in order to deliver Healthwatch Bucks' aims
- You will respect the wider work of the organisation and to ensure no activities have the effect of bringing the organisation into disrepute.
- You understand the importance of maintaining strict confidentiality at all times
- You have a full British driving licence and access to private means of transport

Motivation:

- Belief in improving health and social care services
- You are keen to work with a small team that is focussed on making a difference
- You will enjoy making our administration processes more efficient

Fit:

- You feel comfortable working in a small, active team
- You are self-motivated
- You are helpful and positive in your approach
- You are happy to learn and develop as part of your role
- You are entitled to work in the UK

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. The postholder will also be expected to carry out other activities that may reasonably be requested. It will be reviewed periodically to take into account changes and developments in service requirements.