

ADMINISTRATION OFFICER

Part time: 14 hours a week

Salary: £27,300 (pro-rata £11,000 p/a)

Responsible to: Director

Key Duties:

Lead work on providing an information service for Healthwatch Camden, helping to ensure that it is readily accessible and can effectively direct people to the support or advice they need to access services or make choices about services.

- Lead on providing information to residents via our phone and emails, signposting and offering advice where available.
- Assisting projects and events formed by the Projects Lead and Communications and Engagement Lead.
- Ensure that our information resources are up to date and user-friendly.
- Take minutes and notes from Healthwatch Camden board and team meetings.
- Work with colleagues to plan and use appropriate approaches to evidence gathering and to brief and support volunteers.
- Engage in local health events supporting our outreach officer, spreading news about what we do, offering information to the community.
- Support our research projects, conducting interviews, supporting edits, and recording and transcription of interviews and focus groups.

Key Qualities:

- Be empathetic and proactive in your approach to including people who face barriers in using health and care services (for example disabled people, homeless people and people from migrant communities).
- Champion accessibility and inclusivity.
- Stay up to date with local health and social care news and has a key interest in health research and policy within the borough.
- High level of accuracy and attention to detail and excellent organisational skills.
- Ability to communicate well and with confidence to a diverse range of people verbally and in writing including external partners.
- The ability to use initiative, multi-task, and work as part of a small team.

Demonstrated experience in administration, minute taking and organisational skills is required. This role also requires one day in our office located in King's Cross, additional travel may be required to Camden for events.

Essential/Desirable tasks:

Essential	Desirable
<ul style="list-style-type: none"> • Minute and note taking for Board meetings and team meetings • Fielding phone calls and emails • Support with outreach work where needed • Support with events where needed • Lead on providing an information service • Main point of contact for resident inquiries • Working with volunteers 	<ul style="list-style-type: none"> • Director support • Informed about health and social care • Support website and news updates

Core elements of our roles

To enable Healthwatch Camden to reach local people, consult and engage them about health and social care; and help them get the best out of services they use.

All Healthwatch Camden staff are expected to:

- promote equality and diversity in all aspects of the work
- support the day-to-day work of the organisation, undertaking any reasonable task required including supporting Healthwatch Camden events and taking part in outreach activity including some evening and weekend work
- support the activities of volunteers involved in the organisation
- share responsibility for responding to requests for information from the public.

Conditions of service (summary)

Healthwatch Camden is committed to promoting equality in all aspects of our work. We operate a flexible working policy, and will make reasonable adjustments as necessary.

Annual leave entitlement is pro rata from 25 days' a year (approximately 15 days). Sick leave entitlement depends on length of service, to a maximum of four weeks' a year.

Healthwatch Camden operates a pension scheme provided by the People's Pension and makes an employer contribution of 3%.

This is a permanent role, subject to available funding. All other terms and conditions are in accord with your statutory employment rights.

About Health Watch Camden

Healthwatch Camden is an independent organisation, run by and for local people.

Our role is to ensure that Camden people have a strong VOICE in local health and social care services; that they know about the CHOICES they can make in health and social care services; and that local people's views lead to positive CHANGE in health and social care services.

Our ambition is to lead strong, influential and inclusive engagement for all of Camden's residents:

- We aim to connect and strengthen local voices.
- We aim to set the standard for excellent engagement in the borough.
- We want to see real sharing of decision making, based on the views of People from every part of Camden's community.
- We want to see all services actively using what people tell them, to make big and small improvements.

Healthwatch Camden is part of the national Healthwatch network; every local authority has a local Healthwatch and we are supported by a national body, Healthwatch England. We were created through the Health and Social Care Act 2012 which gave us some specific powers and duties.

Healthwatch Camden has specific duties to gather local people's views and experience, to make recommendations for improvement in services and to give people information about their rights in services. We work in a diverse borough and our work must promote equality and seek out the views of people who are the most disadvantaged.

In everything we do, we aim to work in ways that empower local people and that build on the strengths of Camden's large and diverse voluntary and community sector. This includes involving local people as volunteers in some of our projects, and working in partnership with other local organisations.