

JOB DESCRIPTION

Business & Projects Support Officer

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| Benefits: | 28 days annual leave (rising to 31 days after 3 years' service), plus bank holidays + pension & employee assistance programme |
| Hours: | 37 hours per week This post may involve some weekend and evening work |
| Salary: | £27,000 p/a |
| Responsible to: | Chief Executive Officer |
| Contract Terms: | Permanent contract |
| Place of work: | Healthwatch North Yorkshire operates hybrid working to enable flexible work between office (Harrogate) and home. |

BACKGROUND

Healthwatch North Yorkshire is an independent watchdog ensuring people's voices are at the heart of shaping health and social care services and policy that affect the wellbeing of people in North Yorkshire. Healthwatch organisations were established in the Health and Social Care Act (2012). We are part of a national network of local Healthwatch organisations co-ordinated by Healthwatch England.

As part of a small team this role will ensure that we effectively manage our administration and finances, and support the delivery of our research projects to gather the views of the people across the county, especially those facing the greatest inequalities, and help all people lead healthier lives.

Ideally, we are looking for someone with experience of administration and finance, and supporting small scale projects.

We encourage people from all backgrounds to apply for this post.

PURPOSE OF THE POST

- You will provide administration support across the organisation, working collaboratively with other team members, volunteers and also support the Board of Trustees.
- You will provide day to day financial support for the organisation, including, invoice payments, budget reconciliation, and management of the finance system (QuickBooks).
- You will support the Chief Executive Officer with the organisation and implementation of good governance and our policies.
- You will provide administrative support for our volunteer network.
- You will help to deliver our public research projects.

The Business & Projects Support Officer will play a full role in being a part of a team of five staff delivering the functions of Healthwatch North Yorkshire. This role will enable Healthwatch North Yorkshire to achieve the following aims:

1. Administrative support

- 1.1 You will act as the first point of contact for the organisation, including answering the phone and responding to emails from the public.
- 1.2 You will support the team by organising meetings, dealing with external post, managing stationary orders etc.
- 1.3 You will be responsible for recording public feedback on our online data system in line with GDPR.
- 1.4 You will produce quarterly reports that summarise the public feedback we receive to be shared with health & care organisations.
- 1.5 You will ensure that any safeguarding concerns received by the public are dealt with in an appropriate manner and effectively communicated to the Chief Executive Officer.
- 1.6 You will work with staff and volunteers to build an effective resource of local health and care support information to share with the public via the phone or email.

2. Finance

- 2.1 You will provide the day-to-day financial support for the organisation, including raising and paying invoices, budget reconciliation, and management of the finance system via QuickBooks.

2.2 You will follow our financial procedures to ensure purchase orders, staff payroll and staff/volunteer expenses are processed in a timely manner.

2.3 You will undertake monthly budget reconciliations and produce quarterly finance updates for the Chief Executive Officer and Board of Trustees.

2.4 You will assist with the production of the end of year accounts, along with the Chief Executive Officer and Treasurer.

3. Governance & policies

3.1 You will support the Chief Executive Officer to review and develop new and current policies to ensure we meet our necessary HR and charitable obligations.

3.2 You will liaise with Healthwatch England to ensure our policies and procedures align with current guidance.

3.3 You will help to prepare agendas and distribute papers for Board of Trustees meetings.

3.4 You will provide minute taking for our quarterly Trustee Board and provide ad hoc administrative support to our Trustees.

4. Volunteer Network

4.1 You will help the team to manage our volunteer network via our volunteer database, recording and organising volunteer DBS checks, and be the first point of call for people being interested in volunteering with us.

4.2 You will help to organise volunteer meetings and deal with general volunteer enquiries by phone and email.

5. Project support

5.1 You will help to deliver a number of our large-scale public research projects, via promoting survey's online and to our volunteers, collecting public data, and supporting the team with the planning and delivery.

5.2 You will undertake small-scale public feedback projects, including sending out surveys and supporting volunteers.

5.3 You will support the team to help deliver our Enter & View programme across the health & care sector.

6. General and other administrative duties

6.1 Organise meetings, room bookings, catering and other preparations for the Board and staff.

6.2 To work as part of a team with staff and volunteers.

6.3 To undertake training to increase knowledge, skills and awareness.

6.4 To implement Healthwatch North Yorkshire's policies and procedures and comply with the values of Healthwatch England (listening, including, analysing, acting and partnering).

6.5 To undertake any other duties that may reasonably fall within the scope of the role.

| PERSON SPECIFICATION: BUSINESS & PROJECTS SUPPORT OFFICER | D = Desirable E = Essential | |
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| Knowledge | D | E |
| A level qualification or equivalent experience in administration and finance. | | X |
| Understanding of the principles of delivering effective administrative and financial support within a small team and organisation. | | X |
| Understanding of the importance of effective communication to the public, our volunteers and external stakeholders. | | X |
| Knowledge and understanding of basic project management | X | |
| Some knowledge of the local and national health and care system and current issues affecting health and social care. | X | |
| Skills | D | E |
| Ability to manage a varied workload with different priorities and activities, and ensure they are delivered within agreed timescales. | | X |
| Ability to work effectively within a team. | | X |
| Good communication and interpersonal skills with the ability to speak confidently with colleagues, members of the public and volunteers. | | X |
| Meticulous approach to administration and finance, with a strong emphasis on attention to detail. | | X |
| Ability to work independently and manage your own time. | | X |
| Experience | D | E |
| Experience of delivering administration and finance support. | | X |
| Experience of working effectively within a team. | | X |
| Experience of delivering small scale public facing projects. | X | |