

Job title: Team Support Officer

Salary: £31,078.96 pro rata

Contract: Part time - 15 hours per week, fixed term for 12 months

JOB DESCRIPTION

Main purposes of the job

To undertake a range of administrative and support activities independently and to a high standard, supporting the governance, operations and management of Healthwatch Hertfordshire.

The Team Support Officer's work will come from across the organisation, but they will be line managed by the Governance, Operations & Signposting Manager.

POSITION

Based at home, although in-person administrative support may be needed on an infrequent basis with advance notice and cover of travel cost.

This post can be worked flexibly, with pre-agreed core hours to enable meetings with team members.

This post is subject to a two month probationary period.

This post is a fixed term post for 12 months, with immediate start.

DUTIES AND RESPONSIBILITIES

This job description is intended to indicate the main duties and responsibilities. The post holder will need to be flexible in developing the role in conjunction with the Line Manager and/or the Chief Executive of Healthwatch Hertfordshire. The post-holder may be asked to carry out any other duties not covered here but in line with the level of work, and capabilities required.

1. Tracking, recording and reporting annual leave and sick leave.
2. Processing expense claims for payment.

3. Organising and scheduling internal and external meetings, booking venues and refreshments, liaising with suppliers, running RSVP logs, supporting the Chair.
4. Monitoring email inboxes across several accounts, and triaging for follow up with relevant people or covering during team absence.
5. Providing additional cover and resilience for the signposting service¹ by reviewing and responding to emails, monitoring voicemail and triaging for follow up, recording cases in our database.
6. General administrative tasks including note taking, agenda collation, updating and tracking action logs, updating spreadsheets and databases, etc.
7. Attending to support online events as required, to take notes, run technical meeting elements, capture actions, summarise notes and circulate as appropriate.
8. Attending to support in person events as required, to ensure smooth running and to provide administrative support to organisers, such as room set up, technical set up, liaison with venue, guest registration, etc.
9. Performs other related duties.

The post holder will be a key member of the Healthwatch team, complying with all policies and procedures. The post holder will be supported to undertake appropriate training to enable their role, as appropriate.

¹ Through the signposting function we help people to find information about local care and health services by letting them know what they can do, or if we can't, by putting them in touch with someone who can.

PERSON SPECIFICATION

Essential

- Strong interpersonal and communication skills (I)
- Commitment to team effort, and mutual support (A/I)
- Empathetic towards the public and patients in line with the organisation's aims, values and objectives (I)
- Ability to work on own initiative (A/I)
- Strong organisational and prioritisation skills (E/I/A)
- Confident in using Microsoft Office, databases and/or equivalent systems (E/A)
- Ability to record case studies accurately (A/I)
- Ability to input and maintain accurate statistical information and records (E)
- Commitment to equity, diversity and inclusion and addressing health inequalities (I)
- Commitment and openness to learning, development and training (I)

Desirable

- Previous administration experience in a complex or dynamic organisation, of a similar size (A)
- Understanding issues of confidentiality and data protection (A)
- Experience of speaking to people who have been through upsetting/difficult experiences (A/I)
- Willingness to undertake very occasional out of hours/weekend work (I)
- Experience of volunteering or community work (A)

- Interest in or some existing knowledge of health & social care (I)

Key:

A – Assessed through the application form

I – Assessed at interview

E – Assessed via an exercise