

Job Title: Live Well Administrator (Live Well Swindon)	Role Profile Number: AO00041
Grade: J Salary:	Date Prepared: 05/04/2022
Directorate/Group: Public Health – Health Improvement Services	Reporting to: Live Well Hub Manager
Structure Chart attached:	No

Job Purpose

This role will support the Live Well Hub Manager (Live Well Swindon) to deliver responsive and efficient information and triage service. The post holder will be the first point of contact for all communication into the Community Health and Wellbeing Team and will assist with the daily activities of the Live Well Hub including telephone coverage, appointment scheduling, filing and data entry. As well as providing high quality, comprehensive admin support to the Live Well Hub this role may be required to assist other members of the Health Improvement Services Team with administrative work, including photocopying, sending correspondence and filing.

Key Accountabilities

- Answers telephone and either responds to the enquiry, directs the caller to the appropriate personnel, or initiates the referral form process.
- Offers signposting to opportunities, incorporating the MECC (making every contact count) principles.
- Assists with the data collection from clients, health professionals and volunteers, pre and post programme.
- Liaises with team members to discuss client details, sharing information to ensure a positive experience for clients.
- Provides general administrative support including word processing, internal post, photocopying/printing, mail outs of letters to professionals and clients, distributing promotional materials to distribution lists and any other administrative duties as required.
- Maintains as necessary all such manual and electronic filing systems, registers and customer databases appropriate to the work of the team, ensuring Data Protection compliance.
- Provide general support for organising meetings, events, training courses and talks including booking room facilities and equipment, organising and storing resources and equipment, sorting advertising, registering clients, updating and organising the associated documentation in preparation.

- Maintain stocks of consumables.
- Providing minute taking at meetings as required.
- Provide finance administration support to managers and officers. This may include processing invoices and recording staff timesheets.
- Providing assistance on the reception desk at Sanford House, managing room bookings and liaising with tenants for service user appointments.

Supplementary Accountabilities

- Play an active role within the Health Improvement service area and as a member of the Public Health team, through regular attendance of team meetings, supporting and championing team projects and contributing to the overall business plan.

Knowledge & Experience

- A genuine desire to work closely with and support people and their families
- Computer literate including the ability to use Windows based packages including
- Processing, Spread sheets, Databases, PowerPoint, etc
- Experience in a similar administrative role
- Experience of organising meetings, booking facilities, taking minutes
- Brief Intervention Experience

Qualifications

- Educated to GCSE standard – 2 passes to include English or an equivalent qualification such as NVQ 2.

Decision Making

- Is able to make use of own initiative and make decisions about own work and prioritise workload and requests to achieve deadlines.

Creativity and Innovation

- Is able to work collaboratively and strives to create the conditions for successful partnerships
- Is able to assist managers in providing solutions to administrative issues
- Is able to create standardised documentation for use across service area.
- Is able to think creatively about how our services can help and support clients.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • N/A • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • N/A • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.N/A</p> <p>Laptop</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Is confident on the phone and can deal with a range of customers, Council staff, Councillors, external stakeholders and contacts
- Can adapt own behaviour to work with others
- Shows an understanding of the needs of others
- Understanding of equality and diversity

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	