



Role Profile

Job Title: 0-19 Public Health Nursing Administrative Apprentice	Role Profile Number:
Grade: Apprentice	Date Prepared: June 2021
Directorate/Group: Children, Families and Community Health	Reporting to: Team Leader
Structure Chart attached: No	

Job Purpose

- To support the families in Swindon Borough to access the 0-19 Public Health services provided by the council, supporting them to help themselves wherever appropriate.
- Responsible for booking appointments for clients for face to face contact with 0-19 PHN service.
- Responsible for receiving feedback through phone calls, emails and correspondence for the 0-19 PHN team.
- To support customer to access information for independently adopting a digital first approach.
- Support the Professional Leads 0-19 PHN in the administration and organisation of Public health activities in the annual development plan.
- Support the administration of key projects and initiatives of 0-19 PHN service.

Key Accountabilities

- To book mandated contacts for Health Visiting service within time frame, offering client's choice of venue where applicable, deal with all requests/queries within the agreed time. Log all calls, issues and transactions, ensuring accuracy of information to allow for tracking purposes and quick resolution of queries.
- To undertake and amend bookings for mandated contacts including, managing cancellations. Update client records in relation to attendance and non-attendance.
- To Coordinate and monitor all administrative arrangements for agreed mandated contact venues. This includes taking responsibility for liaising with HCP, room booking, and problem solving on the day of the

event and opening/closing of the building should assistance be required.

- To provide administrative support for the 0-19 team. This may include written communications, word processing, managing database entry, online questionnaires and other PC-based operations as required, including the use of specialist software programmes as agreed with the Operational manager/ Professional Lead.
- To refer unresolved actions to the Team Leaders, Business Support Unit or other area as per pre-defined process.
- To adhere to the Data Protection Act.
- To actively participate in all training and mentoring provided as part of the Councils and Departmental Apprenticeship Programme.
- Share ideas, observations and suggestions for improvement with the 0-19 PHN team to support continuous business improvement.
- Support with ad hoc projects as required by the business and the team.
- Plan and implement personal and professional development, participating in training and other learning activities as required.
- Develop relationships with managers and employees, contributing to the development of the service.

Knowledge & Experience

- Good communicator and able to build and develop relationships with internal and external customers.
- Experienced office administration including a full working knowledge of Microsoft Office software packages including Outlook and Excel.
- Relevant NVQ 3 or equivalent experience.
- Experience of designing and maintaining databases and production of management information.
- Ability to work unsupervised and maintain confidentiality.
- Knows how to deliver service excellence, handle and resolve complaints and deal with difficult customers.
- Work constructively as a team member, understanding the roles and responsibilities and willingness to support others.

Decision Making

- Be confident in signposting client to electronic resources and/or relevant professional for accurate and timely advice on a range of 0-19 PHNS queries.
- Learn to manage a varied workload and demonstrate an ability to prioritise and meet regular deadlines.
- Demonstrate initiative and willingness to learn new tasks.
- To be able to identify, based on knowledge and experience, when to escalate information and queries.

Creativity and Innovation

- Contribute to the development of internal 0-19 PHNS processes ensuring improving business processes.
- Problem solving
- Solution focussed

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed n/a	Responsibility	.
Typical tasks supervised/allocated to others n/a	Asset Responsibility:	n/a

Contacts and Relationships

- Managers and employees of the Council
- Members of the public and potential employees
- 0-19 PHNS team

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:	