



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Community Health and Well Being Admin Assistant	Role Profile Number: AO00041
Grade: J	Date Updated July 2019
Directorate/Group: Public Health – Community Health and Wellbeing Team	Reporting to: Live Well Hub Manager
Structure Chart attached:	

Job Purpose

This role will support the Community Health and Wellbeing Team to operate in an efficient and effective way; providing a quality service to local residents. The post holder will provide high quality comprehensive admin support, assisting with the daily activities such including data entry, telephone coverage, appointment scheduling, photocopying and filing. The role will also deal with patient and client enquires for the services offered by the Community Health and Wellbeing service.

Key Accountabilities

- Transferral of information onto spreadsheets or database to record client information.
- Answering telephones, either responding to the enquiry or directing the caller to the appropriate personnel.
- Liaises with the team to ensure accurate and complete data sets are received and necessary data sharing principles applied.
- 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 facilities and equipment.
- Providing minute taking at meetings as required.
- Provide finance administration support to managers and officers, including processing invoices and recording expenditure.
- Signposting to opportunities, incorporating the Making Every Contact Count (MECC).

Supplementary Accountabilities

- Play an active role within the Community Health and Wellbeing 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

- Confident and competent at using Microsoft packages, particularly Excel and Outlook
- Experience in a similar administrative role
- Experience of organising meetings, booking facilities and taking minutes
- Working in a Customer service environment

Qualifications

- Educated to GCSE standard – 2 passes to include English and Maths 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.
- Is able to signpost relevantly and refer enquiries appropriately.

Creativity and Innovation

- Is able to work collaboratively with team members.
- 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 deal with complex enquires in a positive and solution focused way.

<u>Job Scope</u> Number and types of jobs managed: N/A Typical tasks supervised/allocated to others: N/A	Budget Holder: N/A Asset Responsibility: Laptop
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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, colleagues, external partners and council staff

- Has an understanding of local democracy
- Can adapt own behaviour to work with others
- Shows an understanding of the needs of others
- Understands equality and diversity

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

N/A

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