

JOB DESCRIPTION

Role : **Administrative Support Officer**

Responsible to: Interim Lead – Partnership Board

Hours: 22

Location: Truro Office

Salary: £15,280 Pro rata based on 22 hours per week

Salary range: £24,308–£25,771 FTE 35 hours per week(Grade 1)

Contract: Fixed Term to 31 May 2029 (subject to external contract)

Background

Healthwatch Cornwall is one of 152 local Healthwatch formed in response to the Health and Social Care Act 2012. Healthwatch England provides representation at national level and Healthwatch Cornwall is funded by the Department of Health via Cornwall Council.

Our vision is to inspire positive change in Cornwall's health and social care system through effective public engagement. We exist to ensure people and communities have a strong voice to influence and challenge how health and social care services are provided within their area.

Healthwatch Cornwall (HC) is a Community Interest Company (CIC) who function as a 'critical friend' to the commissioners and providers of health and social care services to enable progressive and beneficial decisions to be made.

Organisational Expectations

Healthwatch Cornwall aims to provide a high-quality service to the public and to our stakeholders, adhering to the principles of best practice, promoting equal opportunities, and working positively with all of Cornwall's diverse communities. Healthwatch is a forward-thinking organisation and the people who work for us must be committed to developing and enhancing the services we provide.

Role Purpose

To provide accurate, timely and reliable administrative support across Healthwatch Cornwall, with a primary focus on supporting Partnership Boards, Enter & View and operational activity, as agreed.

The post holder will contribute to the smooth running of organisational systems, records and processes, working to clear instruction, agreed workflows and defined procedures.

This role operates within clearly defined administrative responsibilities, working to agreed instructions, workflows and procedures.

Key Responsibilities

A. Document Administration

- Format agendas, reports and papers as instructed.
- Prepare digital, Easy Read and printed meeting packs.
- Upload, file and version-control documents accurately.
- Maintain shared folders, document registers and naming conventions.

B. Scheduling & Bookings (Instruction-led)

- Send calendar invitations only once dates are confirmed by the Partnership Boards Lead.
- Book venues, rooms and equipment when requested.
- Log attendance responses accurately.
- Maintain distribution lists and contact registers.

C. Data & Tracking

- Maintain action logs exactly as directed.
- Update internal trackers accurately and on time.
- Track deadlines against agreed task lists.
- Produce simple status summaries when requested.

D. Enter & View – Administrative Support

- Prepare visit paperwork and supporting documentation.
- Log visits and correspondence.
- File reports and provider responses.
- Track follow-up actions in line with agreed processes.

E. Organisational Administrative Support

Purpose

To provide flexible administrative support across the organisation, ensuring systems, records and information are accurate, well-maintained and accessible.

- Work in line with Healthwatch Cornwall policies, procedures and values.
- Maintain confidentiality and data protection standards.
- Contribute to a professional, respectful and supportive team environment.

Person specifications:

Essential	Desirable
Qualifications	
GCSE in English and Maths (Grade C or above) or equivalent.	NVQ Level 2/3 in Business Administration or similar qualification, or experience in an administrative or office-based role.
Experience	
<ul style="list-style-type: none">• Experience in an administrative or office-based role.• Experience of document management, data entry and record-keeping.• Experience working to clear processes, instructions and deadlines.	Experience in data entry, records management, or CRM/database systems.
Skills and Competencies	
<ul style="list-style-type: none">• Strong administrative and organisational skills.• High attention to detail and accuracy.• Ability to follow instruction precisely and consistently.• Competence using Microsoft Office and Google Workspace.• Good level of written English and comprehension, with the ability to produce clear, accurate written records.	

<ul style="list-style-type: none"> • Confidence using digital systems and office technologies. • Ability to manage routine tasks reliably and methodically. 	
Personal Attributes	
<ul style="list-style-type: none"> • Reliable, dependable and consistent. • Calm, professional and structured in approach. • Comfortable working within defined boundaries and scope. • Team-focused, with a supportive and cooperative attitude. 	
Other Requirements	
<ul style="list-style-type: none"> • Commitment to Healthwatch Cornwall's Mission: Alignment with the organisation's goals and enthusiasm for supporting health and social care initiatives in the community. • Willingness to Develop: Engaged in personal development and open to training opportunities to enhance skills relevant to the role. 	

We offer opportunities for growth and skill development, and training will be provided in any specific tools or processes you'll use to support our team. Full training package and support provided.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, across other areas of work within the scope of Healthwatch Cornwall.

