

## ROLE DESCRIPTION

|                |   |
|----------------|---|
| Role :         | Administrator   |
| Responsible to | Manager (TBC)   |
| Hours:         | 28 hours per week                                     |
| Location :     | Hybrid-negotiable (Truro office/Home working)         |
| Payment        | £22,183-£23,825 FTE for 35 hours (Grade 1) – pro rata |
| Contract       | Fixed until May 2029                                  |

## Background

Healthwatch Cornwall (HC) 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 through effective public engagement and 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.

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

**Job Purpose:**

To contribute to the efficient functioning of HC by handling administrative tasks, supporting staff members, and facilitating communication and coordination across various departments and stakeholders.

Page | 2

**RESPONSIBILITIES**

- **Office Management:** Overseeing daily office operations, including managing schedules, coordinating meetings, and maintaining office supplies.
- **Communication:** Facilitating communication within the organisation by answering phones, responding to emails, and relaying messages between departments or individuals.
- **Record-Keeping:** Maintaining accurate records, databases, and filing systems to ensure information is organised and easily accessible when needed.
- **Financial Administration:** Handling basic financial tasks such as processing invoices, tracking expenses, and managing petty cash.
- **Human Resources Support:** Assisting with HR tasks such as maintaining employee records, processing paperwork related to hiring and termination, and coordinating employee benefits.
- **Customer Service:** Providing support to customers, clients, or visitors by answering enquiries, directing calls, and addressing concerns in a professional and courteous manner.
- **Gathering Patient Feedback:** Administering systems and processes to collect feedback from patients and the public about their experiences with health and social care services.

- Support co-ordination of Public Engagement Events: Coordinating and supporting the planning of public events, forums, activities, or focus groups to gather input and engage with the community.
- Stakeholder Liaison: Acting as a point of contact for stakeholders such as healthcare providers, local authorities, and community groups, and facilitating communication between them and HC.
- Quality Assurance: Ensuring the quality and accuracy of information collected and reported by verifying data, conducting quality checks, and addressing any discrepancies.
- Meeting Support: Providing administrative support for meetings, including scheduling, preparing agendas, taking minutes, and following up on action items.
- Policy Implementation: Ensuring that HC policies and procedures are followed and implementing new policies as directed by management.
- Problem-Solving: Resolving administrative issues and challenges as they arise, often requiring quick thinking and resourcefulness.

*This job description outlines your main tasks and responsibilities but you may be required to undertake further duties when necessary.*

## Person specification: Administrator

|                                       | Essential  | Desirable   |
|---------------------------------------|--|---|
| <b>Qualifications/<br/>Experience</b> | GCSE in English and Maths to level C/Grade 4 or above or equivalent.<br>NVQ level 2/3 in Business Administration or other relevant qualification<br>2 years experience in a similar role | Understanding of health and social care services in Cornwall and / or familiarity with the voluntary and community sector<br>Working with and supporting volunteers |
| <b>Skills:</b>                        | Proficiency in using office software such as Microsoft Office (Word, Excel, PowerPoint, Outlook) and Google Workspace (Docs, Sheets, Slides, Gmail).                                     | Familiarity with database management, email systems, and other relevant software programs.  |
|                                       | Strong verbal and written communication skills are essential for effectively interacting with colleagues, clients, and stakeholders.   | Capacity to identify issues, assess alternatives, and implement solutions independently or collaboratively.   |
|                                       | Strong attention to detail and accuracy in completing administrative tasks.  | Ability to manage multiple tasks, prioritise responsibilities, and meet deadlines.  |
|                                       | Willingness to learn new skills and take on additional responsibilities as needed.   |   |
|                                       | Flexibility to adapt to changing priorities, procedures, or work environments, ensuring excellent service to internal and external stakeholders.   |   |

|                                       |   |   |
|---------------------------------------|---|---|
| <b>Personal attributes/qualities:</b> | Ability to work effectively as part of a team and collaborate with colleagues from diverse backgrounds. |   |
|                                       | Resourceful: in finding information or resolving administrative challenges.                             | Customer Focus: Essential for prioritising needs.   |
|                                       | Professional demeanor and positive attitude when interacting with others.                               | Empathy, patience, and responsiveness in addressing inquiries or concerns.                            |
|                                       | Reliability: Essential for meeting deadlines and fulfilling responsibilities consistently.              | Adaptability: Necessary for navigating changes and evolving priorities in a dynamic work environment. |
|                                       | Integrity: Fundamental for maintaining trust and ethical conduct in all aspects of the role.            | Attention to Detail: Enhances accuracy and thoroughness in administrative tasks.                      |
|                                       | Team Player: Necessary for contributing to team goals and fostering a positive work environment.        | Positive Attitude: Contributes to a positive work culture and motivates others.                       |
|                                       | Interpersonal Skills: Fundamental for building relationships and collaborating effectively with others. | Confidentiality: Important for maintaining trust and handling sensitive information responsibly.      |