

## **JOB DESCRIPTION**

Role : **Partnership Board Administrator**

Responsible to: Manager

Hours: 24-30hrs

Location: Hybrid-negotiable (Truro Office/community, as required)

Salary: £17,746.40 Pro rata based on 28 hours per week

Salary range: £22,183-£23,825 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.

### **About the Role**

As our Partnerships Boards Administrator, you'll support the Partnership Boards team. This role blends administrative skills with an interest in marketing, communications, and helping our partnership boards operate effectively.

### **Key Responsibilities**

#### **1. Partnership Boards Support**

- Coordinate logistics for Partnership Board meetings, manage attendee lists, and send out meeting notes.
- Help create accessible documents, so all board members can engage fully (training provided if needed).
- Support outreach efforts to engage diverse members and share board activities with the public.

#### **2. Marketing and Communications Support**

- Assist in preparing written and visual content for social media, newsletters, and our website.
- Support Marketing & Communications Coordinator in creating materials like flyers and presentations (experience with Canva or similar is a bonus!) for Partnership Boards.
- Provide assistance in digital content.
- Contribute and engage on all our platforms and support feedback collection to record themes, trends and progress.

#### **3. General Administrative Support**

- Handle general office tasks related to the boards and marketing, like organising files, managing communication, and tracking data in our CRM system.

- Work with other departments to ensure issues raised by the boards are logged and connected to broader organisational efforts.

**Person specifications:**

<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	
GCSE in English and Maths (Grade C or above) or equivalent.	NVQ Level 2/3 in Business Administration <b>or</b> similar qualification, <b>or</b> experience in an administrative or office-based role.
<b>Experience</b>	
Previous experience in an administrative role, supporting teams or departments with a range of office tasks.	Experience in data entry, records management, or CRM/database systems.
<b>Skills and Competencies</b>	
<ul style="list-style-type: none"> <li>○ Proficiency with Microsoft Office, Google Workspace, and (ideally) basic design tools like Canva.</li> <li>• Organisational Skills: Ability to manage time effectively, handle multiple tasks, and prioritise workload to meet deadlines.</li> <li>• Attention to Detail: High level of accuracy and thoroughness in completing tasks, especially when managing data, records, and documentation.</li> <li>• Communication Skills: Strong verbal and written skills for clear and professional interactions with team members and external contacts.</li> <li>• Technical Proficiency:</li> </ul>	<ul style="list-style-type: none"> <li>• Adaptability and Flexibility: Willingness to support multiple teams and take on a variety of tasks across the organization, including ad-hoc assistance in research and engagement activities.</li> <li>• Problem Solving: Ability to identify issues, suggest improvements, and implement solutions in a practical, hands-on manner.</li> <li>• Familiarity with database</li> </ul>

<p>Confident with Microsoft Office (Word, Excel, PowerPoint) and Google Workspace (Docs, Sheets, Gmail).</p>	<p>management or CRM systems is a plus.</p>
<p><b>Personal Attributes</b></p>	
<ul style="list-style-type: none"> <li>• <b>Team Player:</b> Collaborative, with a positive attitude toward supporting colleagues and contributing to a friendly, productive work environment.</li> <li>• <b>Proactive and Self-Motivated:</b> Takes initiative in addressing tasks, with a "can-do" attitude and willingness to learn.</li> <li>• <b>Reliability:</b> Consistently dependable and able to meet deadlines, maintaining confidentiality and integrity in all work.</li> <li>• <b>Friendly and Approachable:</b> Welcoming demeanour, able to communicate and build rapport effectively with people at all levels of the organisation.</li> <li>• <b>Professionalism:</b> Represents Healthwatch Cornwall positively in all interactions, upholding the organisation's values and maintaining professional boundaries.</li> </ul>	
<p><b>Other Requirements</b></p>	

<ul style="list-style-type: none"><li>• Commitment to Healthwatch Cornwall's Mission: Alignment with the organisation's goals and enthusiasm for supporting health and social care initiatives in the community.</li><li>• Willingness to Develop: Engaged in personal development and open to training opportunities to enhance skills relevant to the role.</li></ul>	
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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.*

*Please note this job description is intended to provide a guide to the general duties and responsibilities of the role - the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Healthwatch Cornwall.*

