

healthwatch

South Tyneside

Job Description

Job Title:	Data Collection Officer/Administrator
Hours:	15 hours (part-time)
Salary:	£19,966 per annum (pro rata part-time)
Reporting to:	Manager, Healthwatch South Tyneside
Responsible for:	Data collection and administration for Healthwatch South Tyneside

Job purpose

To provide a comprehensive administrative and data collection support service as part of a local Healthwatch service (that adopts group and partnership working to engage with the local community and interested groups they represent) in order to ensure health and social care issues and gaps in services may be communicated effectively, addressed and progressed.

MAIN DUTIES AND RESPONSIBILITIES

Key responsibilities

- Deliver general office duties including: opening and distribution of post; filing, photocopying and maintain stocks of stationery/leaflets etc.
- To maintain HWST databases as required to support the effective delivery of HWST.
- Produce and distribute flyers, presentations and publicity material.
- To minute key meetings and co-ordinate the production and distribution of correspondence, reports and papers as required in a timely manner.

- To establish and operate appropriate filing and information systems including for the handling of sensitive and confidential information in line with HWST policies and procedures.
- To ensure systems are in place for timely processing of expenses claims for HWST activity.
- Deal fully with all enquiries; this may include the general public and senior directors/executives of companies - providing information as required and keeping detailed records of all contacts.
- To provide support for the recruitment of staff and volunteers where appropriate.
- Respond to and action enquiries received by mail, electronically and in person in a responsive and timely manner.
- Ensure that an effective telephone service is supported.
- Support Engagement Officer(s) with community participation work as requested, e.g., events, meetings, outreach work and consultation and engagement activities.
- Identify, maintain and improve the office organisation and relevant administrative systems.
- Administer the petty cash system and ensure all financial procedures are adhered to in line with organisational policy.

Governance

To maintain the confidentiality of the organisation in respect of information obtained and use for only authorised specific purposes. Report any concerns about the use of information to the Operations Manager.

General

Maintain a confidential, sensitive and discrete approach to personal, sensitive and organisational information.

Contribute to a culture which values and supports equality and diversity.

Represent Healthwatch South Tyneside in a positive manner.

Qualifications and skills	
Qualifications	<p>Qualified, or at least can demonstrate, advanced knowledge in the following:</p> <ul style="list-style-type: none"> • Typically, may be but not essentially, A Level, BTEC or diploma qualified, and/or with to 1 year's office experience • Minimum 5 GCSE A-C including Maths and English (or equivalent) • Sound knowledge and experience of Microsoft Word, Outlook, Excel, PowerPoint and Zoom and/or Microsoft Teams
Knowledge and skills	<ul style="list-style-type: none"> • Has experience in delivery of a credible and accurate internal/external administrative service • Has an active interest in, and an understanding of, the voluntary and community sector to ultimately deliver an exceptional service for HWST • High level of interpersonal skills to understand clients, volunteers, members of the general public and motivate colleagues within the team • Ability to recognise conflict situations and address to a satisfactory conclusion for client, volunteers and the team • Aware of where to find relevant policy and process information and/or whom to ask • Ability to plan and organise own workload • A creative and innovative thinker - has strong interest in relating ideas to practical solutions • Ability to initiate and develop projects using data from a variety of sources.
Skills & abilities	<p>Able to build relationships with and work effectively with partners.</p> <p>Commitment to Nolan's seven principles of public service: selflessness; integrity; objectivity; accountability; openness; honesty and leadership.</p> <p>Sound planning skills, with achievement of targets/milestones.</p> <p>Ability to work on own initiative.</p>

Other

Flexibility	With notice, required to be flexible with days and hours worked.
Hours	Normal working week: 15 hours, days and hours to be confirmed. Future service developments may require some out of hours working.
Travel	May involve infrequent travel subject to operational needs.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform.