

Role Specification – Admin & Support Officer

Service Area	Specialist Services
Role Title	<ul style="list-style-type: none">Admin & Support Officer
Role Family	<ul style="list-style-type: none">Specialist Services - People Directorate
Location	<ul style="list-style-type: none">Oxted/Agile across East Surrey
Reports to	<ul style="list-style-type: none">Wellbeing Prescription Manager
Grade/Salary	<ul style="list-style-type: none">TA1 SCP 13 21,305 – SCP 18 25,113
Duration/Hours	<ul style="list-style-type: none">Fixed Term Contract until 31 March 202137 hours per week

MAIN PURPOSE

- To provide support to the Wellbeing Prescription Team in an administrative capacity.
- To monitor our team phone, answering and returning calls.
- To monitor and update our client database, Elemental Software.
- To follow-up Wellbeing Prescription clients 1 month and 12 months post last contact.
- To liaise with service partners by email, telephone and face to face.

KEY RESPONSIBILITIES

Duties:

- To provide administrative support including monitoring and updating our client database, Elemental Software. Including liaising with the Elemental Software team regarding queries and software development.
- To provide administrative support in preparation for meetings, including room bookings, Outlook calendar invites, Microsoft Teams set up and minute taking.
- To support the production of the quarterly evaluation reports by providing qualitative and quantitative data from the database and the team.
- To support the marketing of the service ensuring that Wellbeing Prescription leaflets are printed and distributed to partner organisations.
- To order resources for the team, including local service leaflets and equipment.
- To maintain and update the database of local services via Elemental Software and inform the team of changes.
- To provide the first point of contact for referrals into the service.
- To support outreach work at a variety of locations across East Surrey to promote the service and to encourage self-referrals.
- To ensure the Wellbeing Prescription website is updated regularly and to provide content for social media channels.

- To undertake regular training to extend and update own knowledge of health and wellbeing issues.
- To support occasional weekend work for which flexible working will be provided.
- Any other duties as may be appropriate in supporting the service.

Supporting the Council's culture:

- Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Adhere to the Council's Attitudes and Approaches framework.

Person Specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Good standard of literacy and numeracy 	<ul style="list-style-type: none"> • Qualification relating to health and wellbeing

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in an office environment • Customer-facing experience • Administrative support • Using databases 	<ul style="list-style-type: none"> • Content creation ie website, social media • Experience of working in a health and wellbeing setting • Experience of using NHS systems

Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> • Passion for health, wellbeing and helping others • Excellent people skills, interacting with all types of people and ability to change communication style to fit the person • Good written and verbal communication skills • Numerate • Highly organised and methodical • Managing time, resources and competing priorities in a structured and efficient way • Highly motivated, ability to use own initiative and willing to go out of your way to help clients

- Resourceful and flexible in approach
- Accuracy and attention to detail
- Good ICT knowledge, including Microsoft Teams, Microsoft Outlook, Skype
- Excellent administrative skills, creative problem solver and willing to search for hard-to-find information
- Full driving licence and access to a car

Desirable

- Some understanding of health issues and the wider determinants of health and wellbeing
- Some understanding of Social Prescribing