Wellbeing Programme Support Officer

Department	**Housing and Community Services**
Pay Grade	**G3**
Responsible to	**Health and Wellbeing Manager**

Role Purpose

To work within the Health and Wellbeing team, providing operational support to the co-ordination and delivery of a range of wellbeing programmes and projects which positively impact the health and wellbeing of the district's residents.

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Role Specific Responsibilities / Accountabilities

- Act as first point of contact for members of the public (face to face at reception, telephone and via email), health professionals and other organisations.
- Assess eligibility for in-house services such as Weight Management and Physical Activity, liaising with external services where appropriate.
- Monitor and maintain the Wellbeing Service inbox, triaging, replying to and assigning to other team members as appropriate.
- Provide administration support to Wellbeing Advisors including booking appointments, entering data into relevant systems, scanning and filing client records, producing registers for sessions, minute-taking and any other administration tasks required to support the team.
- Monitor and maintain the Wellbeing Service databases and support the production of quarterly monitoring reports for Public Health.
- Assist with organising events to promote the Wellbeing Service and to identify new opportunities for promotion.
- Work as part of an effective team within the wider Leisure and Culture team responding to corporate challenges as required.
- Carry out such other duties that may reasonably be required by the Health & Wellbeing Manager.
- The post holder will be required to assist at outreach events and visit courses which will involve some evening and occasional weekend work.

Knowledge, Skills, and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Dealing with face to face, telephone, and email enquiries from the public
- Demonstrate an interest in health and wellbeing issues
- An awareness of nutrition and healthy lifestyle interventions
- Enthusiasm for the promotion of wellbeing in the community
- Experience of delivering administration and business procedures, within deadlines, which are customer-focussed and achieve business objectives
- Proficient/excellent in using a range of IT software packages including Microsoft Word, Excel and Outlook
- Excellent organisational and administrative skills
- Working in a busy changing environment where flexibility, teamwork and adaptability are important
- Good written and verbal communication skills
- Excellent customer service skills
- Able to support work of staff/managers/colleagues and to be able to build effective working relationships
- Able to work as part of a team and on own initiative

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.

- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly