Health and Wellbeing Administrator

Department	**Leisure and Culture**
Pay Grade	**G3**
Responsible to	**Health and Wellbeing Manager**

Role Purpose

To work within the Health and Wellbeing team, providing excellent customer service and administrative support across a variety of projects and initiatives that positively impact the health and wellbeing of the district's residents.

Role Specific Responsibilities / Accountabilities

- To act as the first point of contact for customers accessing the Wellbeing Service – in person, over the phone and via email – while consistently providing excellent customer service.
- To assist the Wellbeing team with administrative duties including processing booking forms, taking payments, processing invoices, collating and entering data into relevant systems, scanning and filing client records, producing registers, minute taking, organising meetings and booking rooms, and any other administration tasks required to support the team.
- To liaise with internal and external partners to book venues, order resources and promote the service.
- To update the Wellbeing website and social media pages.
- To assist with organising events to promote the Wellbeing Service and to identify new opportunities for promotion.
- To support the promotion of wellbeing services to Horsham residents, businesses and organisations by helping to create publicity materials using a variety of communication channels ensuring information is up to date and relevant.
- To work as part of an effective team within the wider Leisure and Culture team responding to corporate challenges as required.
- Follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

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

Essential Criteria

- Experience of dealing with the public including face to face, telephone and email enquiries
- Excellent customer service skills
- Proficient/excellent in using a range of IT software packages including Microsoft Word, Excel and Outlook
- Excellent organisational and administrative skills
- Proven experience in delivering administrative and business processes within tight deadlines, with a strong focus on customer service and achieving organisational objectives
- Enthusiasm for the promotion of wellbeing in the community
- GCSE level education or equivalent

Desirable Criteria

- Working in an office environment in an administrative role
- Working with people from a range of organisations and partners
- Working in a busy changing environment where flexibility, teamwork and adaptability are important
- Arranging and supporting meetings and able to take concise minutes/notes
- Working in a project-led environment
- Assist with monitoring projects and producing reports
- Good written and verbal communication skills
- Ability to support work of staff/managers/colleagues and to be able to build effective working relationships
- Work within a framework to achieve targets and standards within set timescales
- 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, inclusion, 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 all Health and Safety policies 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 people and 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 assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

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