

Administration & Data Officer

Role description, person specification and appointment process



Contents

Contents.....1

Role Profile2

About the role.....3

Person Specification.....5

Appointment process.....7



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Role Profile

Role Profile – Administration & Data Officer	
Time Commitment	This is a part – time position with a 15 hour working week.
Employment Status	Employed by a host local Healthwatch on behalf of the GM Healthwatch Network, initially Healthwatch Bury.
Base	An element of working from home, but also to travel to work with local Healthwatch organisations within the network, meetings and events where necessary. A desk will be available in an office in Bury when required.
Salary	£11,000 per year (£25,00 pro rata).
Responsible to	Primary responsibility is to the Chief Coordinating Officer and Chair of the Greater Manchester Healthwatch Network, and the democratic process of its membership. In addition, they / them will be expected to comply with the policies of the host organisation; Healthwatch Bury.
Line Management	The Chief Coordinating Officer will provide Operational Management, support and direction to the post and with recruitment, appraisal and development.
Location	The post is hosted by Healthwatch Bury and located at: 56-58 Bolton Street, Bury. BL9 0LL
Contract	This post is funded until April 2026, extension to which will be pending future funding agreements.
Annual Leave	22 days + UK bank holidays
Period of Notice	One month.
Pension Scheme	You will be eligible for the workplace pension with contributions up to 7%
Insurance	Provided by the host organisation.

About the role

Main purpose of the post

- To support the Chief Coordinating Officer and Chair in the ambitions of the Healthwatch in Greater Manchester (HWGM) Network collaboration between the Greater Manchester Integrated Care System (ICS), the HWGM Network and the 10 local Healthwatch organisations.
- To provide an administration role that supports the HWGM Network to effectively deliver statutory functions and co-ordinate key activities across Greater Manchester.
- To support the HWGM Network in developing the role and contribution of Healthwatch within GM to ensure the voice of the public is front and centre within ICS discussions.

Key responsibilities

The post holder will: -

- Provide administrative support to the Chief Coordinating Officer and Chair of the Network.
- Perform administrative duties including diary management, setting up of meetings, agenda, action log and minute taking.
- Support HWGM Network in the development and maintenance of the systematic data reporting arrangements and feedback mechanisms which feed into the ICS framework.
- Manage and facilitate internal and external communications, including emails, phone calls, and correspondence via all communication routes.
- Support the Network Chair in monitoring and implementing decisions in a timely manner.

- Maintain and organise important documents, reports, and records related to the Network's activities in line with agreed conventions of the current database.
- Assist in the collection of data and information relevant to the Network's initiatives and projects.
- Assist in the preparation of reports, presentations, and other documents as required by the Chief Officer.
- Assist in project coordination and progression as directed by the Chief Coordinating Officer or Chair.
- Ensure compliance with all financial governance arrangements, guidelines, and internal controls.
- Build and maintain effective working relationships with members of the Network, ensuring transparent communication, promoting equality and diversity, and providing positive motivation.
- Build and maintain positive and proactive working relationships with external partners and bodies to facilitate collaboration, acting as an ambassador by demonstrating the values and behaviours of HWGM Network.
- Work in accordance with all relevant legislation, including the Nolan principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership, leading by example and personal credibility.
- Stay informed about national and localised Health and Social Care policy developments.
- Be open to feedback, development and demonstrate self-reflection.
- Participate, engage in and implement necessary training principles.

The key responsibilities outlined above are not intended to provide prescriptive and/or exhaustive list of duties and additional activities may be added to the role, in conjunction with the post holder, as the role develops.

Person Specification

Knowledge and experience

The post holder will be able to demonstrate knowledge / understanding of:

- Current national and local healthcare environments.
- Integrated Care System and the function and duties of the Integrated Care Board.
- The role and statutory duties of Healthwatch, the voluntary and community sector.

Skills, Experience and Competencies

The post holder will be able to demonstrate the experience of and ability to effectively:

- Work in an administrative or coordination role within the statutory, voluntary or community sector (at an organisational, departmental or team level).
- Work within a team that values effective governance administration, strategic relationship building, financial management and risk management.
- Effective project contribution, via executing specific project tasks, collaboration with colleagues, and providing input to ensure effective delivery and success of projects.
- Excellent written and verbal communication, and active listening, skills.
- Utilise interpersonal skills, able to develop effective relationships and networks with a wide range of stakeholders and have experience of handling intricate stakeholder connections.
- Support the coordination and participate in periods of change management and development.
- Provide and enable proactive commitment to equality, diversity and inclusion.
- Utilise ICT effectively, support others to use, report on and utilise existing systems.
- Work in a team towards effective database maintenance, management, data migration and security to maintain integrity of the system.
- Think creatively and exercise both independent and collaborative judgement.

General Expectations

The post holder must be: -

- Willing to work flexible hours on occasion, including evenings and weekends with prior notice, and should work as per pressures demand this.
- Able to travel within the Greater Manchester area to attend key stakeholder meetings, with prior notice.

Expectations Personal Attitudes and Behaviours

The post holder must be: -

- Diplomatic with a sensitive and solution driven approach.
- Committed and able to follow the Nolan principles of public life.
- Act honestly, reasonably and with integrity at all times.
- Honest, open minded and fair.
- Passionate about promoting better outcomes in health and social care for all.
- Committed to involving consumers and volunteers in the design, delivery and review of services.

Qualifications

The post holder will have: -

- A relevant level of administration or coordination experience.
- Evidence of ongoing professional development/training.
- Qualifications relevant to health and social care, public health and administration are also desirable.

Appointment process

Please send your CV and a covering letter outlining the skills and experience that meet the person specification requirements to danielle.ruane@healthwatchingm.co.uk

Please detail in the written covering letter why you are interested in this role and how you meet the person specification.

Deadline for receipt of the covering letter and CV is 28th March 2024.

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overcome
the issues
people face





healthwatch
In Greater Manchester