

Information and Administration Officer

Application pack



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Dear Applicant

Thank you for your interest in the post of Information and Administration Officer for Healthwatch Dudley. We are looking for a talented, knowledgeable and experienced individual to join the team.

Regarding the application process, please note that we do not accept CVs. All information relevant to your application **MUST** be on the application form.

You may return your application to us via email to:

joinus@healthwatchdudley.co.uk you will also need to send a signed copy of your application to: Team Healthwatch, Healthwatch Dudley, 7 Albion Street, Brierley Hill, DY5 3EE.

The deadline for applications is: Tuesday May 27th 2014 at 12 noon

Interviews will take place on: Wednesday June 4th 2014

If you wish to have an informal discussion about this position, please contact Melissa Guest on 03000 111 001.

If application numbers are high we regret that it may not be possible to inform unsuccessful applicants individually. Therefore, if you do not receive a response from us within two weeks of the closing date for applications, please assume that you have not been shortlisted for interview on this occasion. Nevertheless, we would like to thank you for your interest in working for Dudley CVS and Healthwatch Dudley and please do not let this deter you from applying for any future posts.

We look forward to hearing from you.

Yours sincerely

Jayne Emery

Chief Officer
Healthwatch Dudley

Andy Gray

Chief Officer
Dudley Council for Voluntary Service

What is Healthwatch?

The Health and Social Care Act 2012 made way for a new consumer champion and Healthwatch was launched in April 2013. The service operates on two levels, nationally through Healthwatch England and regionally through 148 local Healthwatch in England. Local Healthwatch organisations aim to give people a stronger voice to influence and challenge how health and social care services are commissioned and delivered in their area. For more information about Healthwatch England, visit www.healthwatch.co.uk

Healthwatch in Dudley borough

Dudley borough comprises a diverse community with a wide variety of health and social care interests and issues. Your involvement will help the Healthwatch Dudley team to collect valuable information on people's views and experiences of using health and social care services. The aim is to ensure the views of local people are taken seriously by decision makers, and the commissioners and providers of services. Healthwatch Dudley is commissioned by Dudley Metropolitan Borough Council who awarded the contract to deliver the service to Dudley Council for Voluntary Service (DCVS). It operates independently of DCVS and has its own board, made up of different representatives with an interest in health and social care.

Visit www.healthwatchdudley.co.uk for more information.

Dudley Council for Voluntary Service (DCVS)

Dudley Council for Voluntary Service (DCVS) represents and supports voluntary and community sector organisations and groups and their volunteers in Dudley borough. It provides networking and training opportunities to facilitate the sharing of knowledge, improved planning, and enhanced fundraising activity to build a stronger and more resilient voluntary and community sector. DCVS is a Registered Charity (No. 517766) and a Company Limited by Guarantee in England and Wales (No. 1998105).

Visit www.dudleycvs.org.uk for more information.

Job description

Job Title:	Information and Administration Officer
Employer:	Dudley Council for Voluntary Service
Responsible to:	Chief Officer Healthwatch Dudley
Hours of work:	20 hours per week (by agreement) including occasional evenings and weekends
Salary:	NJC Scale 4 (£17,333 - £19,317) pro-rata + pension contribution
Travel expenses:	Paid at equivalent NJC casual user rates
Holidays:	21 days (plus bank holidays) pro-rata
Contract Period:	Initially until 31 March 2016
Location:	Based at Healthwatch Dudley Hubs

Main purpose of the job

The post holder will be an important team member helping to manage the Healthwatch Dudley office, processing data, responding to enquiries from members of the public and supporting the team with administrations, communications and events.

You will:

- Support our information and signposting service for the public in an information champion role being the first point of contact for people who send correspondence, telephone, or email and listening to their enquiries. You will provide them with information about health and social care services so that they can make informed choices about what action to take.
- Help to ensure that the views and experiences of local people are collected and recorded so that they can be analysed and used in ways that are relevant and useful. The aim is to influence the policy making and activities

of organisations overseeing, commissioning or providing health and social care services.

- Provide high quality administration support to the Healthwatch Dudley Team and Board members.

Main duties and responsibilities

- Produce monitoring reports, using databases to capture, classify and track information, responding to enquiries and sending out documents and material as required.
- Help to develop and manage the Healthwatch Dudley CRM database and ensure that information on the Healthwatch England Hub is up-to-date, maintaining the security and confidentiality of data.
- Provide administrative support for the Healthwatch Dudley Team and board, answering telephone calls, responding to enquiries, circulating reports and papers, minute taking at meetings, and effectively signposting people to health and social care advice, support and services.
- Check, respond to and forward email enquiries on behalf of the team.
- Provide training and guidance to volunteers on reception duties and data inputting, storage and retrieval and be responsible for routine financial procedures such as petty cash and the payment of volunteer expenses.
- Where appropriate check, log and forward media and social media information

Other requirements:

- Willing to work flexible hours and travel across the Dudley borough.
- Able to comply with all Dudley CVS and Healthwatch Dudley policies and practices, and work according to best practice principles regarding equal opportunities, embracing and celebrating diversity.
- Must be willing to undertake a disclosure and barring (DBS) check and be suitable to work with children, young or vulnerable people, or finance.
- Must be legally entitled to work in the UK.

Person Specification

Requirement	Essential	Desirable
Education & training	<ul style="list-style-type: none"> • Minimum academic qualifications of 5 GCSE passes at Grade C or above including Maths and English or equivalent. • Excellent literacy and numeracy skills. 	<ul style="list-style-type: none"> • Evidence of ongoing personal development and training.
Relevant skills, knowledge & experience	<ul style="list-style-type: none"> • Excellent verbal and written communications skills and attention to detail. • Experience of using communications and information systems and Word, PowerPoint, Excel and Access software. • Experience of working as part of a busy team with good organisational skills, able to work on own initiative and mainly unsupervised, to manage priorities and meet deadlines. • Experience of data collection, storage, retrieval and reporting, ability to process and interpret complex information, and used to delivering results to meet customer expectations. • Understanding the need to respect and maintain confidentiality. 	<ul style="list-style-type: none"> • Understand the importance of social media and how to make effective use of it.

Requirement	Essential	Desirable
Personal skills, abilities and motivation	<ul style="list-style-type: none"> • Evidence of a commitment to tackling inequality and discrimination. • A flexible approach to tasks, willing to seek support and guidance, and able to work occasional evenings or weekends. • Promoting high standards of behaviour in the public sphere through the seven principles of public life: selflessness, integrity, objectivity, openness, accountability, honesty, and leadership. 	

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