

February 2023

Administrator Recruitment Pack

A message from the Chief Officer

Thank you for expressing an interest in joining Wigan Borough Healthwatch team. I hope that the information in this pack will provide you with a good insight into our organization.

Wigan Borough Healthwatch CIC is an independent Community Interest Company that gives the people of the borough a voice to improve, shape and get the best from health and social care services. We trade in the name of Healthwatch Wigan and Leigh.

We have a Board of Directors that brings together local people with a range of skill, knowledge, and experience, which when combined, is used to deliver an effective Healthwatch for the borough.

We are a small effective and friendly team. We are currently 7 people. Our staff and volunteers say that they feel valued and that they feel they are making a difference for local people.

I want us to continually evolve to meet the needs of the people and communities across the borough, and I am pleased to be able to recruit to this post.

We are seeking an experienced administrator who will share our passion for maintaining Healthwatch as the independent 'champion' for health and social care services across the borough.

We're looking for a proactive, self-motivated person, with drive and energy and a can-do attitude, who will enjoy being part of a small and dynamic team.

If this sounds like you then we would be delighted to hear from you.

Best wishes

Karen Parker

Chief Officer



A little bit about us

Healthwatch Wigan and Leigh is the local health and social care champion for those that use GPs and hospitals, dentist, pharmacies, opticians, care homes, care at home, mental health services, adult social care, or any other support services.

We work alongside the NHS and social care and have statutory powers designed to ensure the voices of people who use services are heard. Healthwatch have the power to make sure that those in charge of health and social care services listen to and act on what people want from care.

As well as seeking the public's views, Healthwatch also encourage health and social care services to involve people in decisions that affect them.

Our principles

Healthwatch are set apart from the statutory structures and voluntary and community sector we work within, as we perform public functions, deliver statutory duties, and receive public funding.

Our core purpose is to make sure the views of the public shape the health and care services they need, requires us to be:

Independent in purpose – amplifying the voice and experiences of the most pressing and difficult issues in health and social care.

Independent in voice – speaking up on behalf of sometimes unpopular causes or groups who are marginalized and/or face disadvantages or discrimination.

Independent in action – designing and delivering activities that best meet the needs of the people they service.

If Healthwatch is to hold others to account, we must operate with integrity, accountability, and transparency to have credibility with the communities we serve.

Mission

We are the independent voice of local people to influence, challenge and question health and social care provision in the Wigan Borough.

Vision

A health and social care experience that meets the needs of the people of Wigan Borough

Values

- Empowered Leadership – provide citizens with the skills and knowledge to facilitate change and have their voices heard
- Integrity - Honest and selfless and act solely in terms of the public interest
- Accountable – open and transparent in everything we do
- Independent – in purpose, voice, and action
- Inclusivity – we will support communities that are not normally heard to have a voice and challenge inequality
- Objective - take decisions impartially and fairly without discrimination or bias
- Value for Money – make the best use of our resources, working collaboratively with other stake holders to avoid duplication
- Critical Friend – We will be constructive as well as challenging to service providers and the system

Strategic Objectives

- Listen to peoples' views on and experiences of local health and social care services
- Enable local people to monitor the standard of local care services
- Make reports based on what people have said and what we have heard
- Share these reports with services to help them to improve
- Encourage services to involve local people in deciding how to improve
- Provide free advice and information to the public, on the support options available to them
- Make recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to conduct special reviews and investigations.
- Provide Healthwatch England with the information it needs to enable it to perform effectively

About the role

Company Administrator

Salary: £24,982 Full Time Equivalent (FTE) + 30 days annual leave

Hours: 25hours p/w with an option to extend to 35 hours (full time)

Responsible to: Chief Officer

Contract: Permanent

Based: Ashland House, Ince, Wigan, WN2 2DX

Why is this role important

As the Administration Officer you will be an integral part of our friendly and supportive team, whilst experiencing a diverse and fast-paced role. You will be a first point of contact for many of our customers, responding to enquiries and signposting members of the public to relevant health and social care information and services.

You will also play a key role in supporting and communicating with our Governing Body, its Chair and members and provide administrative support to the Chief Officer and to the wider Healthwatch Wigan and Leigh team.

Role summary

You will provide administrative support to the Chief Officer and Board of Directors and Advisory Committee, including diary management, setting up of meetings, agenda and minute taking

Support the Chief Officer and wider team in overseeing the office maintenance, upkeep of office equipment and supplies as appropriate.

Coordinate internal team meetings, report actions and follow up, circulate agendas and ensure regular and timely updates of the workplan and KPIs

Support the Chief Officer in the administration required for Public Board meetings and regular updated of policies and procedures

Provide general administrative assistance to the delivery team, helping to arrange engagement events when required

Effectively use Microsoft Office packages to produce letters, reports, minutes, update spreadsheets and other documents as required

Ensure our data system is maintained, and reports are shared internally and externally with stakeholders on a monthly basis or when required

Coordinate the production of Activity Reports, Highlight Reports, Impact Reports, newsletter, bulletins and Healthwatch Wigan and Leigh Annual Report

Financial management and reporting

Who are we looking for

We are looking for a highly motivated person who has experience in administration. We need a flexible team player who is enthusiastic and approachable and can adapt to change swiftly and think on their feet.

You will be self-motivated; organized; excellent at prioritizing a busy workload; have good attention to detail; and good time management skills. You will have excellent written and verbal communication skills with the ability to work independently as well as part of a team.

It is important that you have the confidence to manage challenging situations ensuring that your approach reflects Healthwatch Wigan and Leighs' core values and purpose.

You will be able to fully utilize Microsoft Outlook, Word, Excel, PowerPoint and Teams to deliver an excellent output.

You will be experienced in providing administrative support to senior staff, including diary management

You will be experienced in organising meetings, including room bookings, circulating papers and taking minutes

You will be committed to your own professional development and growth to gain new skills and knowledge, understanding the importance of working collaboratively as part of a growing and progressive organisation.

How to apply

If you believe you can fulfil the role summary, we'd love to hear from you!

Please email a Supporting Statement which describes how you meet the things we're looking for, plus your CV (2 Pages max) to karen.parker@healthwatchwiganandleigh.co.uk

Or by post to:

Karen Parker
Chief Officer
Healthwatch Wigan and Leigh
Ashland House
Dobson Park Way
Wigan
WN2 2DX

Only applications that include a cover letter which demonstrates how you meet the job description and person specification will be considered for the post.

The closing date is midnight on Sunday 12th March 2023

Following receipt of application, short-listing will take place and **Interviews for this post will take place on Tuesday 21st March 2023**. If you will not be available on this date, please note this in your supporting statement.

We will conduct post interview checks before an appointment is formally made. Please provide the contact details of two people that can provide employer references.

For an informal conversation regarding this post, please contact karen.parker@healthwatchwiganandleigh.co.uk before submitting your documentation.

Healthwatch is your health and social care champion.

We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

www.healthwatchwiganandleigh.co.uk
01942 834666

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