

## JOB DESCRIPTION

<b>Job title:</b>	<b>Administration Officer (maternity cover)</b>
<b>Location:</b>	<b>Guildford (home / office based)</b>
<b>Hours:</b>	<b>Full time</b>
<b>Contract type:</b>	<b>Fixed Term: 9 months</b>
<b>Salary:</b>	<b>£26,000 per annum</b>

### **About us:**

**Healthwatch Surrey CIC is an independent community interest company that gives the people of Surrey a voice to improve, shape and get the best from health and social care services. We are committed to being an inclusive and diverse employer which reflects the community we serve. We work alongside the NHS and social care and have statutory powers designed to ensure the voices of people who use services are heard.**

**We deliver a range of services and contracts designed to ensure those who use services have an effective voice, including local Healthwatch and Giving Carers a Voice.**

### **The role:**

This role is a fixed term position to cover maternity leave for 9 months. The Administration Officer provides general administrative support to the CEO, COO and the wider Healthwatch Surrey team.

You will be part of a lively team who are passionate about ensuring local people's views and experiences are listened to and taken account of by decision makers across the county.

### **Responsibilities and duties**

- To provide administrative support to the CEO, COO and Board, including diary management, setting up meetings.

- To support the COO in overseeing the office maintenance, upkeep of office equipment and supplies as appropriate.
- To help coordinate internal team meetings, report actions and follow up, circulate agendas and ensure regular and timely update of the quarterly workplan and KPIs.
- To support the COO in the administration required for Public Board meetings and the regular updating of policies and procedures (including data protection; filing, retention and destruction of documents).
- To provide general administrative assistance to the delivery team, setting up team meetings, booking venues, processing expenses etc.
- To support the Communications Officer with preparing social media posts and updates to the website (WordPress).
- To provide administrative support to our Engagement team helping to arrange engagement events.
- To effectively use Microsoft Office packages to produce letters, reports, minutes, update spreadsheets and other documents as required.
- To co-ordinate, support and attend events organised by Healthwatch Surrey.

**General duties and other responsibilities:**

- Undertake any training required for the role.
- Take an active interest in ensuring Healthwatch Surrey CIC operates effectively, according to best practice and fulfils its obligations.
- Work within the team to maintain and achieve high standards and understand the importance of time management and meeting deadlines.
- Help to ensure that Healthwatch Surrey CIC embraces diversity, challenges discrimination, and reflects the communities of Surrey.
- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by their line manager.