

Information & Admin Officer - Job Description

Job title	Information & Admin Officer
Location	Guildford (hybrid - home / office based)
Hours	22.5 hours a week (including Wed & Fri)
Salary	£28,215.00 (pro rata for part time £16,929.00) per annum

About Luminus

Luminus Insight CIC is a Surrey-based community interest company, driven to see improved services delivered to local people. We care passionately about everyone being able to get the support they need from the NHS, social care, local community and wider services provided to the public, to maintain and improve their wellbeing.

Our work involves reaching out to individuals and communities to understand their experiences, and we use this feedback to influence the way services are designed, delivered and improved. We are committed to helping more people have their views heard, especially those who are at risk of health and/or other inequalities. We also seek to help organisations provide equity of access and the best possible services through the inclusive involvement of local people. We are committed to being an inclusive and diverse employer which reflects the community we serve.

Our work is designed to ensure that people have an effective voice. This includes Healthwatch Surrey (which has statutory powers to ensure the voices of local people are heard in the NHS and social care), Giving Carers a Voice and the Combating Drugs Partnership Public Involvement service.

Main purpose of the role

We are looking for a proactive, self-motivated individual with excellent listening and communication skills, and attention to detail, to help respond to members of the public who contact our Helpdesk, and to provide administrative support for Healthwatch Surrey. We are particularly interested in applications from people with a good understanding of or background in NHS and social care, or relevant voluntary or community organisations within Surrey.

Roles and responsibilities

- To take telephone calls, respond to email/web form/SMS enquiries that come into our Helpdesk and to signpost people to the most appropriate service.
- To use your initiative and available resources to problem solve and develop creative solutions when responding to enquiries and identifying issues affecting people in Surrey.
- To use sensitive listening and questioning to get to the root of the issues and empower clients whilst staying within the boundaries of our remit and our resources.
- To ensure experiences are recorded accurately on our database (coded, with appropriate demographic info and consent).
- To escalate individual cases where necessary to providers to ensure people get the support they need and be tenacious in achieving an outcome.
- To provide admin support for our regular Local Healthwatch Advisory Group meeting, ensuring papers go to commissioners on a quarterly basis, providing admin support to the Healthwatch Surrey Contract Manager, and liaising with our volunteers.
- To support the team in the tracking and escalating of cases helping to keep our "tracker" systems up to date (Excel spreadsheet) so that we can keep track of the concerns we've escalated and other Healthwatch Surrey activities.
- To look out for issues, themes and trends in the Helpdesk queries and feed these into our wider Healthwatch Surrey work. Regularly reporting on Helpdesk activity and identifying case studies from clients who have been supported.
- To help keep our signposting and advice background information up to date.
- To share themes that arise from our Helpdesk queries with NHS and social care partners, to help them establish where the system's information, signposting and communication could be improved, and where services may not be meeting people's needs.

- To set up regular meetings with NHS and social care commissioners and providers to enable us to share our insight.

Conditions

Carry out other such duties as may be required by the Chief Executive which are consistent with the duties and responsibilities of the post. The other conditions of service and other current procedural agreements will be enclosed with the post-holder's Contract of Employment.