JOB PROFILE: WELLBEING SERVICES ADMINISTRATOR

Role:	WELLBEING SERVICES ADMINISTRATOR	Date profile last reviewed:	OCTOBER 2022
Name:		Reports to:	WELLBEING MANAGER

MAIN SUMMARY OF ROLE:

To provide administrative support across a range of projects and initiatives within the Community Welfare Programmes Department, with a particular focus on our support for our Wellbeing Services team.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Undertake administrative duties to support the Wellbeing Services team, including accurate recording of beneficiary data into CARE, maintaining records and supporting other administrative tasks of wellbeing service referrals.

- Coordinating administrative support across the Community Welfare Programmes department, including with arranging meetings, minute taking, processing invoices for CWP teams.

- Coordinating the Wellbeing workshop programme, including being the main point of contact for enquiries, ensuring the timely provision of relevant information to participants and contributing to the ongoing development of the project.

- Responding to enquiries received into the Headspace programme, dealing with new membership requests, and managing the administrative upkeep of the membership.

- Coordinating the development and design of new ad-hoc welfare projects as required.

- Respond to data request regarding Community Welfare Programme department services.

- Take a proactive approach in displaying an up to date working knowledge of relevant wellbeing initiatives, statutory support and awareness of the availability of assistance from other sources.

- Carrying out any other duties within the scope of the job as requested by the Wellbeing Manager or Head of Community Welfare Programmes

COMPETENCIES REQUIRED FOR THE ROLE	
Essential	Desirable
• Working With People • Planning and Organising • Following Instructions and Procedures • Writing and Reporting • Adhering to Principles and Values • Delivering results and meeting customer expectations	• Deciding and Initiating Action • Adapting and responding to change • Achieving personal work goals and objectives • Presenting and communicating information • Analysing • Learning and researching

QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE

Academic or Professional Qualifications (or equivalent):

Essential	Desirable
• A good level of general education – minimum of 3 A Levels of equivalent	• Evidence of Continuing Professional Development (CPD)

Knowledge/ Experience:

Essential	Desirable
• Previous administrative experience, with high attention to detail • Significant experience of working within a case management system • Experience of supporting individuals over the phone / face-to-face • Experience of supporting project work, including coordinating projects • Excellent IT knowledge, including advanced knowledge of Excel with experience	• Experience of working within the charity sector and/or the RAF • Experience of the CARE system • Knowledge of mental health and social isolation issues • Experience of working with people dealing with mental health issues or social isolation.

Skills/Abilities:

Essential	Desirable
• Communicating and listening • Organisation and prioritisation • Planning • Interpersonal skills	• Analysis • Problem solving and decision making

Other Requirements:
• To carry out any other duties that is within the scope of the job as requested by the Wellbeing Manager and Head Community Welfare Programmes

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature: NAME:

Line Manager's Signature: NAME:

Date: