

Job Description

Job Title:	Health + Admin Assistant
Department:	Leicester Ageing Together
Reports to:	Project Manager for Health+ Project
Working within:	LAT team
Hours of work:	18.5 hours
Place of work:	Remote in Leicester, Leicestershire & Rutland working Regular visits to Leicester Office (New Walk).
Contract:	Fixed term until end July 2023

Primary Objectives

1. Administration and support of the Health+ project.

Main Duties

- a) Administration support to the Health+ Project including email & letter correspondence, scheduling project meetings, responding to telephone and web enquiries, scheduling health & wellbeing Zoom meetings and inviting attendees.
- b) Mapping of health services across Leicester, Leicestershire and Rutland. Maintaining an Excel health service database and another mapping tool.
- c) Communicating with volunteers regarding registration, induction, task delegation and providing ongoing support throughout their time with us. Methods of communication with volunteers will include telephone support, Zoom meetings, a WhatsApp group and monthly online volunteer meetings.
- d) Maintaining volunteer data including, contact details, training information and allocation of project tasks.

- e) Administering the process for the registration of patients/service users, adding patient details to the Charity Log database whilst ensuring compliance with GDPR policy.
- f) Promotion of the Health+ Project through the LAT website and social media, including Twitter & Facebook, to volunteers, patients and stakeholders across Leicester, Leicestershire and Rutland.
- g) Assistance with ongoing evaluation of the project.
- h) Ensuring that LAT website is maintained and kept up to date.
- i) Following the pilot of the project, recruit GP surgeries and local health and wellbeing services to be part of Health+.
- j) Assist interested health and wellbeing face to face services to bring their service online.
- k) Support volunteers, patients and health and wellbeing services to use Zoom.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> ▪ Minimum of 2 GCSEs Maths & English Grade C or equivalent. 	<ul style="list-style-type: none"> ▪ IT Qualification 	Application Form

Experience	<ul style="list-style-type: none"> • Experience and confidence of using Zoom. 	<ul style="list-style-type: none"> • Experience of working within the health sector. • Experience of working with people aged 50+. • Experience of working with volunteers. • Experience of maintaining social media accounts especially FaceBook and Twitter. • Experience of web page development. 	Application Form and Interview
Skills & Knowledge	<ul style="list-style-type: none"> ▪ Excellent written communication skills including writing instructions, letters and emails. ▪ Confidence to supervise volunteers. ▪ Excellent organisations skills. ▪ Good level of Microsoft Office skills especially Outlook, Excel and Word. 		Application Form and Interview
Personal Qualities	<ul style="list-style-type: none"> ▪ Excellent verbal communications skills ▪ Proactive approach to work. ▪ Trustworthy, reliable and excellent time keeping. 		Application Form and Interview