

Healthier and Wealthier Administrator Job Description and Person Specification

Job Title:	Healthier and Wealthier Administrator
Salary:	RLW
Role purpose:	To provide administrative support to the Healthier & Wealthier telephone advice service, including contact with healthcare providers using the service, direct contact with clients/patients, and back-office administration, including team diaries, case records and other paperwork.
	Key elements/Tasks
	<ul style="list-style-type: none"> • Take incoming referrals and queries from healthcare providers by phone, email and online portals, or self-referrals from patients
	<ul style="list-style-type: none"> • Monitor the team's calendars and task lists, assigning referrals and tasks to team members
	<ul style="list-style-type: none"> • Input basic patient details and consents into our CRM system, ready for the team to make advice calls
	<ul style="list-style-type: none"> • Assist the team with incoming and outgoing letters, emails and other administrative paperwork as appropriate
	<ul style="list-style-type: none"> • Make follow-up calls to patients to help the team accurately record advice and wellbeing outcomes
	<ul style="list-style-type: none"> • Assist the team with processing onward referrals to other agencies as required
	<ul style="list-style-type: none"> • Use standard IT packages such as Microsoft Word, Excel and Outlook to assist with other administrative tasks that support the smooth running of the team
	<ul style="list-style-type: none"> • Assist with booking meetings and training sessions for the team
	<ul style="list-style-type: none"> • Undertake training and follow guidelines to ensure all work meets health and safety, equality and diversity, information assurance and other quality standards and policies
	<ul style="list-style-type: none"> • Monitor and manage stationery and equipment supplies for the team

Person Specification

- Proven ability to accurately input and use data, with a good 'eye for detail' and ability to follow processes reliably
- Proven ability to manage time effectively in a busy environment, with a flexible and positive approach to problem-solving
- Experience of using office machines and IT systems as appropriate

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- Excellent verbal and written communication skills, by phone, email, letter and in person
- Excellent listening and questioning abilities, to conduct conversations and surveys sensitively yet effectively with a range of people
- A commitment to continuous professional development, including an ability to give and receive effective feedback and contribute to service improvements
- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.