

Recruitment Process

To apply for this role, please complete the application form with a supporting statement setting out how you meet the requirements of the role specification and send to enquiries@healthwatchshropshire.co.uk or by post (clearly marked Confidential - Healthwatch Shropshire) to:

Lynn Cawley
Healthwatch Shropshire
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury
SY2 6LG

If you would like an informal conversation about this post please call 01743 237884 and we will do our best to accommodate this.

Please note that the closing date for applications is Friday 16th July at 12 noon.

No late applications will be accepted.

Interviews will take place on Thursday 29th July 2021.

Dear Candidate

Thank you for expressing your interest in joining Healthwatch Shropshire as an Administrative Officer. I hope that the information in this pack will give you a feel for the organisation, what we do and how we make a difference. You should find all the information you need here.

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give citizens a greater say in how the NHS is run and how social care services are provided. Healthwatch Shropshire's purpose is to be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

We are looking for an experienced, dynamic person with plenty of drive and energy, to join our team and share our passion for making Healthwatch Shropshire the independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

You may not have a background in health or social care but you will certainly be able to demonstrate that you have the administrative skills and experience to deliver exceptional results through great organisation and effective team work.

If you want to help Healthwatch Shropshire to be the effective "voice of the people" in Shropshire and to play its part in shaping the future of health and social care services within the county, then we want to hear from you.



Lynn Cawley
Chief Officer
Healthwatch Shropshire

Guidelines on completing your application

These notes have been provided to help you with your application and it is very important that you read them before you complete the form.

In order to be able to make a fair comparison between candidates please note:

- All applicants are must use the form provided. Please do not submit a CV. If you do so it will not be considered during the shortlisting process
- Applications received after the closing date, for whatever reason, will not be considered. It is therefore in your interests to submit your form in plenty of time. Please note that our premises have no access to a letter box outside of normal office hours, and therefore deliveries by hand must be on a week day between 9.00 am and 5.00 pm (4.30 pm on Fridays).

In order to ensure that applicants for employment are assessed fairly against the needs of the post concerned, a scoring system will be used in order to select those applicants who will be invited for interview. Marks will be given according to how well your application meets our requirements and the candidates with the highest total scores are invited for interview. Shortlisting is undertaken by at least two people working independently, who consider only the information contained in each application form to decide which candidates to interview.

It is, therefore, particularly important that you fill out the application form carefully, as it may make the difference between being offered an interview or not. The following points are designed to help you in completing a good application form.

1. Job Description and Person Specification: You will find a Job Description and a Person Specification enclosed in your pack. The Job Description outlines the tasks you will be expected to deliver if you are successful; the Person Specification describes the personal qualities we are looking for to fill the post. Your application should, therefore, be based primarily on the Person Specification, using the job description to give examples where you used your skills and experience to undertake similar tasks in previous jobs.
2. Consider yourself against those requirements: You will need to show on the form evidence that you have those requirements. Think about each previous job you may have had and what it is about that job which is relevant to the job you are applying for. Include voluntary and part time work, as this may help uncover skills which you may have taken for granted but which could be relevant to the job applied for.
3. Education/Training/Qualifications: Please detail the information which is relevant to your application. It is not necessary to list every day long training course you have attended. Please note that if you are shortlisted, you will be asked to supply evidence of your qualifications (such as original certificates) on the day of your interview.
4. Do a rough draft of the application: This will help you to organise the information and avoid mistakes.

5. Declaration: - if you submit your application by email and are shortlisted, you will be asked to sign your application form on the day of interview
6. Data Protection: Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond six months from the date of interview, when it will be confidentially shredded or deleted if electronic.

What happens next?

Short-listing will take place soon after the closing date, and as soon as possible after this, you will be informed as to whether or not you have been invited to interview. If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

All appointments are made subject to satisfactory references being received, an occupational health check and satisfactory completion of a probationary period.

Job description

Job Title: Administrative Officer

Hours per week: 15

Salary: £7,986 (based on a full time equivalent salary of £19,698 pa)

Responsible to: Chief Officer

Key working

relationships: Healthwatch Shropshire staff team, in particular the Chief Officer, Enter & View Officer/Advocacy Co-ordinator and the Information Officer.

Job Purpose:

To provide administrative support to the HWS team. To play a key role in organising meetings and events, including taking minutes.

Key Activities

- Secretariat for Board meetings and Committees as part of a team
- Provide assistance with answering general telephone enquiries and recording feedback including from members of the public calling about the Independent Health Complaints Advocacy Service
- Provision of admin support for the Enter and View programme and Independent Health Complaints Advocacy Service
- Monitoring of and uploading content onto the website and social media in collaboration with the Information Officer
- Assistance in the production of HWS reports, newsletters and marketing information
- Support for training activities and events including the annual event
- Maintaining filing systems and policy schedules
- Maintain records of all HWS members and communicate information to them
- Data entry onto HWS databases
- Assist with researching information as requested

- Dealing with HWS correspondence, mailings and circulation of publicity information
- Producing purchase orders as required
- General administrative duties to support HWS activities

General duties:

- To provide administrative support to the team working closely with another Administrative Officer.
- Attend and contribute to team meetings, work planning and training events as required
- Attend and contribute to supervision, performance review and appraisal sessions.

Note: Healthwatch Shropshire reserves the right to alter the content of this job description, after consultation, to reflect changes to the job, without altering the general character or level of responsibility.

Person Specification

Attributes	Essential	Desirable
Education and training	<ul style="list-style-type: none"> • Good standard of education (including literacy and numeracy - QCF level 2 or above) • Excellent computer literacy with good working knowledge of Word and Excel software, use of email, internet and digital media 	<ul style="list-style-type: none"> • Additional qualifications in office skills • Access to own car to attend meetings/events across the county
Experience	<ul style="list-style-type: none"> • Good level of Secretarial/ administrative experience including minuting of meetings • Experience of event organisation and planning • Experience of using social media 	<ul style="list-style-type: none"> • Experience of working for a charity or voluntary organisation or in a health or social care environment • Experience of report writing/proof-reading
Skills	<ul style="list-style-type: none"> • Good interpersonal skills and the ability to relate well to a range of people • Ability to be organised and accurate and work to deadlines • Excellent telephone manner and good communication skills 	<ul style="list-style-type: none"> • Knowledge of other computer software e.g.: Microsoft Publisher, databases*
Additional qualities	<ul style="list-style-type: none"> • ‘Self-starter’ - able to demonstrate initiative with minimum supervision • Commitment to the work of the voluntary sector and to helping the public • Empathy and diplomacy • Knowledge of the Shropshire area 	<ul style="list-style-type: none"> • Willingness to participate in training

*Where necessary training will be given

Main conditions of service

Starting salary	£7,986 (based on a full time equivalent salary of £19,698 pa)
Term of employment:	Permanent Contract. HWS current contract has been confirmed until the end of March 2022 with a possible extension of 1 year.
Probationary period	This post carries a probationary period of 3 months. Confirmation of employment will be subject to satisfactory performance during this period.
Hours:	15 hours per week (excluding lunch breaks) As volunteers may need to undertake training in early evening or weekends, this post will require the ability to be available for some 'out of hours' working within the contracted hours. No enhanced payment will be made for working such times. TOIL will be allowed for additional hours worked. No overtime will be payable
Holiday:	The holiday year runs from April - March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
Pension:	This post is pensionable. The post holder will be entitled to an employer's pension contribution of up to 5% of salary into the scheme, providing this is matched by at least the equivalent % of salary contribution by the employee.
Place of work:	Shrewsbury - based in high quality office facilities on accessible business park. This post could involve work throughout the County
Termination of Employment:	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, two calendar months' notice in writing.
Use of car for business purposes	During the course of your work you will be required to travel away from your office base. When using your own car for such travel, you will be reimbursed as a casual car user at the current rate of forty five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.

Healthwatch Shropshire - FAQ's

Q. What is Local Healthwatch?

A. Local Healthwatch is a government initiative to help people to have their say about health and social care services; it is the local consumer champion for users of these services.

Q. How is Healthwatch Shropshire set up?

A. The Health and Social Care Act 2012 has given Local Authorities a statutory duty to commission an effective and efficient local Healthwatch in their area. Healthwatch Shropshire is an independent Charitable Company with its own Board and staff. The contract for delivery is held by Healthwatch Shropshire with Shropshire Council.

Q. How is Healthwatch Shropshire funded?

A. Funding is available for Healthwatch Shropshire from the Department of Health, who provide the money to Shropshire Council as a grant. The amount available to Healthwatch Shropshire is based on the number and demographics of the people living in Shropshire.

Q. What does Healthwatch Shropshire do?

- A. Healthwatch Shropshire is the local Healthwatch organisation and it:
- provides information and signposting to the public about accessing health and social care services and choice in relation to aspects of those services
 - makes the views and experiences of people known to Healthwatch England helping it to carry out its role as national champion;
 - makes recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action is required by the CQC);
 - promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services;
 - obtains the views of people about their needs for and experience of local care service and make those views known to those involved in the commissioning, provision and scrutiny of care services;
 - makes reports and make recommendations about how those services could or should be improved; and
 - signposts people to the NHS Independent Complaints Advocacy Service.

Q. What is Enter & View?

A. Healthwatch Shropshire gathers information on people's experiences of health and social care and when it is appropriate for Healthwatch Shropshire to see and hear for itself how services are provided it has the power to visit a service. These visits are called Enter & View. Specially trained Authorised Representatives visit a service, make observations, collect people's opinions and produce a report that is published.

Enter & View is an opportunity for positive change and findings are shared with the provider of the service and also key other organisations.

Q. What is Healthwatch England?

A. Healthwatch England represents Local Healthwatch at a national level. It is a committee of the Care Quality Commission (CQC). It is responsible for setting standards and providing support and leadership to Local Healthwatch organisations. Local voices have an influence at a national level through Healthwatch England.

Q. What is the Health and Wellbeing Board?

A. Each Local Authority has a Health and Wellbeing Board covering health, public health and adult social care. The Board includes a Healthwatch Shropshire representative to ensure that feedback from patients and service users can influence and shape health and social care services.

Q. What is Independent Health Complaints Advocacy Services (IHCAS) and what is the relationship with Healthwatch?

A. It is the responsibility of Local Authorities to decide how best to commission a local NHS Complaints Advocacy Service. Local Authorities decide whether this is provided directly by Local Healthwatch or by another organisation. In Shropshire this service is provided by Healthwatch Shropshire.

Q. What is the Care Quality Commission (CQC)?

A. The CQC is the regulator for health and social care providers in England. It makes sure that hospitals, care homes, dental and general practices and other care services in England provide people with safe, effective and high-quality care. The CQC works closely with Local Healthwatch and Healthwatch England to make sure that information is shared effectively.