

Partnership Board Assistant

Job Profile



<p>Who we are and why we need you</p>	<p>We need you to join our energetic team to work with us to:</p> <ul style="list-style-type: none">• Help run and support the Cambridgeshire and Peterborough Partnership Boards which give people using adult social care a say on current and future services.• Help us develop and recruit people for our Partnership Boards to enable local people to have their voices heard.• Actively work with the Manager to promote the work and achievements of the Partnership Boards.• Be responsible for the administration of all meetings including bookings and minute taking.• Deputise for the Manager in their absence <p>Healthwatch Cambridgeshire and Peterborough runs the two local Healthwatch services in Cambridgeshire and Peterborough.</p> <p>Our Healthwatch is your local health and social care champion. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.</p> <p>We are looking for passionate and committed individuals to work with us to provide high quality Healthwatch services to the people of Peterborough and Cambridgeshire.</p> <p>You will help us to:</p> <ul style="list-style-type: none">• Improve health, independence and well-being, through promotion of good engagement for people with health and care services.• Develop links to communities and to professional and voluntary stakeholders.• Deliver good services creatively and economically.• Increase our sustainability.
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<p>What we need you to do for us</p>	<p>Duties</p> <p>The primary purpose of the role is to support the Partnership Board Manager in delivering the adult social care partnership boards, and other engagement activity required by the commissioners.</p> <p>Provide expert administrative support to help us deliver a high-quality service.</p> <p>Specific tasks</p> <ul style="list-style-type: none"> • Taking minutes for Partnership Board meetings and circulating in timely manner. • Setting up the Partnership Board meetings – these may be online or face to face events. • Maintaining the mailing and attendance lists for all meetings. • Recording actions and impacts – liaising with colleagues to log and progress these. • Work with comms colleagues to promote the work of the Partnership Boards. • Actively promote and recruit new members with lived experience in person and online using digital solutions supported by our Comms Team. • Maintain accurate and up to date records, including action plans and minutes. • Attend and assist in the preparation of meetings, including the setting up and clearing of rooms, booking venues and arranging transport for the members who require it. • Undertake specific pieces of work as delegated by the Partnership Board Manager.
<p>This job is ideal if you are motivated to</p>	<ul style="list-style-type: none"> • Use your expertise and your proven skills to support the development of the organisation and help to improve health or care outcomes for local people. • Make a difference and see the impact of your work on other people's lives. • Work closely with colleagues to provide a seamless professional service. • Build relationships and understand the needs of others, enabling them to participate and actively contribute to meetings.

<p>Experience and skills we need you to have</p>	<p>You will have</p> <ul style="list-style-type: none"> • Experience of working with people who may have physical, sensory, or learning disabilities in a customer service or public facing role. • Experience of taking minutes and maintaining efficient administrative systems. • A willingness to learn about producing information in different formats. <p>Ideally, though not essential, you will also be able to demonstrate</p> <ul style="list-style-type: none"> • An understanding of the remit of Healthwatch and the importance of patient involvement. • An understanding of the structure and delivery of NHS and social care services. <p>You will need to demonstrate</p> <ul style="list-style-type: none"> • Good communication skills, both oral and written, with the ability to engage and build relationships with a range of people and organisations. • Good computer literacy with effective use of the Microsoft suite of packages and a knowledge of social media. • Energy and drive with a focus on timely delivery. • Good interpersonal skills which enable you to work effectively as part of a team. • An ability and willingness to undertake work outside of normal office hours to meet the needs of the business. • Be physically able to carry equipment for meetings i.e. organisational banner, projector etc. <p>You will need to be</p> <ul style="list-style-type: none"> • Approachable and respectful • Trustworthy and confidential • Passionate and committed • Empathic, calm and patient • Reliable and Professional • Committed to excellence in customer service • Committed to equality, diversity and inclusion
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	<p>Other</p> <ul style="list-style-type: none"> • You will need a flexible approach • Willingness to learn and undertake training as appropriate for the role. • Able to drive and have access to a vehicle
<p>Who you will be reporting to and working with</p>	<p>Join our enthusiastic and committed team – You will be managed by our Partnership Board Manager.</p> <p>Working within a small organisation you will need to be adaptable and flexible and happy to roll your sleeves up.</p>
<p>How we will reward you</p>	<p>1. Salary Salary of £24,242.40 (Actual £16,380.00) per annum pro-rata</p> <p>2. Working Hours & Location Part-time at 25 hours per week, Monday to Friday. Working patterns including start and finish time to be agreed with your manager so as to support the provision of excellent customer service.</p> <p>The normal place of work will be home based with access to the office of Healthwatch Cambridgeshire and Peterborough at Pinnacle House, Newark Road, Peterborough.</p> <p>You will be expected to attend meetings and events across Cambridgeshire and Peterborough as required.</p> <p>During working more than 6 hours/day, the post holder will take a 30-minute unpaid lunch break.</p> <p>3. Annual Leave, exclusive of bank holidays Pro-rata, based on a full-time equivalent of 28 days per annum. Three of these days are to be taken between the Christmas / New Year period.</p> <p>4. Pension Healthwatch Cambridgeshire and Peterborough offer a defined contribution, Flexible Retirement Plan with TPT, formerly The Pensions Trust.</p>

Healthwatch pays 8% of salary from first day of employment, staff can make voluntary contributions.

For more information visit <http://www.tpt.org.uk/>

5. Sickness

Healthwatch Cambridgeshire and Peterborough operates an occupational sick pay (OSP) scheme as follows: -

- Within the first three months of employment Healthwatch Cambridgeshire and Peterborough will pay as normal for the first working week's absence, then revert to statutory sick pay (SSP)
- During the first two years of service (but after three months) one month's full net pay then two months' half pay, then reverting to SSP.
- After two years' service, two months' full net pay and four months' half pay, then reverting to SSP.