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**TITLE:** Information and SUPPORT officer

Based at: Elm Farm Dairies, Wymondham,

Salary banding: £26,500 - £33,000 per annum

Reporting to: Healthwatch Norfolk Deputy Chief Executive

**JOB DESCRIPTION**

Main Purpose of the Job

* To provide information and signposting to people to help them navigate health and social care services in Norfolk and be able to raise their concerns.
* To provide administrative support to the Chief Executive Officer and Deputy Chief Executive Officer.

**Main Tasks**

1. Manage the Healthwatch Norfolk Enquiries inbox and phoneline. Listen and respond to people contacting HWN about a wide range of health and care related enquiries and provide appropriate answers including signposting to an appropriate service.
2. Maintain up to date records (including our Impact Tracker System) of enquiries received and work undertaken. This will include compiling information to be shared with Healthwatch England. Ensure that information is presented clearly.
3. Understand the work of external service providers/complaint handling organisations/departments, making links with organisations to build and maintain positive working relationships to support the signposting of members of the public and sustain effective and robust information and knowledge sharing.
4. Develop and maintain a broad base of knowledge of people’s rights connected with health and social care and a good understanding of local NHS and social care services.
5. Collate and analyse data and share findings with internal and external stakeholders to ensure the organisation can meet its strategic objectives. Stakeholder groups include but are not limited to the Healthwatch Norfolk Board, Norfolk County Council, Norfolk and Waveney Integrated Care Board and the Care Quality Commission.
6. Develop approaches which disseminate information in a timely and efficient way, through the provision of effective reporting of patient/service-user experience data.
7. Provide first-line support for Healthwatch Norfolk’s information and communication systems ensuring it uses the most effective IT systems, providing IT support to colleagues, and liaising with the IT support provider.
8. Undertake general clerical and administrative tasks to support the service as required and including minute-taking for Trustee Board and subgroup meetings, and diary management for the CEO.
9. Assisting the Deputy Chief Executive with annual policy reviews, Health and Safety administration, Voucher administration, IHasco Training administration, Trustees annual declaration of interests.
10. Deliver support for meetings held at the HWN office, including technical support and provision of refreshments.
11. Responsible for maintaining supplies to facilitate the smooth running of the office - including stationery and kitchen supplies.

**General Duties**

1. To undertake any other duties commensurate with the post

**PERSON SPECIFICATION**

**Essential**

* Educated to A level or equivalent experience.
* Effective communication skills in both in person and in writing.
* Excellent customer service skills and ability to cope with challenging or difficult conversations.
* Excellent organisational, analytical, problem solving and time management skills.
* Self-motivated with a flexible approach.
* Ability to work within a team and able to work on own initiative.
* Good understanding of Data Protection, GDPR and working with confidential information.
* Competent in Microsoft Word/Excel/PowerPoint
* Ability to cope with a high workload and a variety of challenging situations in a calm and sensitive manner.
* Ability to travel when required.
* Willingness to undertake occasional out of hours evening/weekend work.

**Desirable**

* Degree level qualification or equivalent.
* Knowledge of Health and Social Care Services.