

## **JOB DESCRIPTION**

### **JOB DETAILS**

**Job Title: Lifestyle Administrator**

**Grade: 4**

**Location of Work: Orford Jubilee Neighbourhood Hub**

**Directly Responsible To: Lifestyle Manager**

**Directly Responsible For: N/A**

**Hours of Duty: 24 hours per week**

#### **Primary Purpose and Scope of the Job:**

To provide a comprehensive administrative support, to the Lifestyle team. This includes daily contact with a wide range of clients, healthcare professionals and external bodies, providing a means of contact to clients in connection with the lifestyle offer.

### **WORKING RELATIONSHIPS**

The Lifestyle Administrator will work as part of a team to deliver a comprehensive offer to the residents and workers of Warrington. This includes providing administration support for the 4 main components of the Lifestyle Service including Exercise Referral, Stay on Your Feet, Weight Management and Stop Smoking Service alongside other short/long term additional programmes and projects.

### **KEY TASKS AND ACCOUNTABILITIES**

1. Process and monitor the client referral and client pathway/s for Lifestyle programmes, using the appropriate ICT tool.
2. To provide administrative support to new/existing contracts including contracts embedded in both Public Health Warrington and NHS Cheshire & Merseyside.
3. To manage and submit data to Public Health England on a monthly/quarterly basis.
4. To attend and provide updates on service user information at MDT meetings either face to face or virtually.
5. Contact clients by telephone and process correspondence outlining chosen venue, date & time of appointment.

6. Act as point of contact for the clients.
7. Communicate with all clients in a tactful and diplomatic way showing understanding for the client's needs.
8. Receive and manage telephone messages deciding upon appropriate course of action.
9. Liaise with internal and external agencies, such as GP practices and other healthcare professionals within the community.
10. Run performance reports utilising the in-house database system.
11. Deal effectively with all persons who call at the Lifestyles Office with their queries & problems.
12. Collect, distribute and frank of all external & internal mail for the Lifestyles Team
13. General day to day office duties
14. Ensure a commitment to exceptional customer centered care.

## **HEALTH & SAFETY**

To comply with safety instructions and trust policies and procedures  
To use in a proper and safe manner the equipment and facilities provided  
Following agreed reporting format of any incidents/accidents to your direct line manager

## **REVIEW ARRANGEMENTS**

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the role may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Trust will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

**Date Job Description prepared/revised:** July 2023

**Prepared/revised by:** Neil Morley

**Detail of revision:** April 2024

## **PERSON SPECIFICATION**

### **NOTE TO APPLICANTS:**

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview

In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview

Key: (E) = Essential            D = Desirable

### **JOB TITLE: Lifestyles Administrator**

### **GRADE: 4**

#### **Experience**

Working in an office environment (E) A, I  
Experience of administration (E) A, I  
Experience of dealing with a wide range of customers (E) A, I  
Experience using ICT and database tools (E) A, I

#### **Skills and Abilities**

Effective IT skills including Word, Excel, PowerPoint, Outlook and Databases (E) A, I  
Excellent communication and interpersonal skills (E) I  
Excellent organisation and planning skills (E) A, I  
Flexible and Motivated team member (D) A, I  
A good telephone manner (E) A, I

#### **Education/Qualifications/Knowledge**

Relevant IT qualifications (E) A, I

#### **Other Requirements**

Able to work independently and across teams (E) A, I

#### **Commitment to Equality and Diversity**

Ability to understand and demonstrate commitment to equality and diversity (E) A, I  
Awareness of diversity issues and works in a positive non-discriminatory way (E) A, I

## **Commitment to Service Delivery/Customer Care**

Motivated, enthusiastic, and hardworking individual who is committed to customer care and in particular to providing excellent customer service (E) A, I

### **METHOD OF ASSESSMENT (M.O.A.)**

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE