**Job Description**

**Job title:** Client Services Administrator

**Location:** Ipswich

**Hours:** 37.5 hours

**Salary:**  £18,000 pa plus 1% pension contribution rising to 3% by April 2019

**Reporting To:** Client Services Lead

**Key Relationships:** Programme Managers / Delivery staff /Client Services team

**Background information:**

MoreLife deliver integrated healthy lifestyle services as part of OneLife in Suffolk, alongside Quit 51 for Smoking Cessation and Tobacco Harm Reduction.

The offer includes the following:

* An engagement team which will be central to supporting the whole of the OneLife Suffolk offer;
* Adult & child weight management services,
* Physical activity for people with Long Term Conditions and Health Walks
* Smoking cessation interventions and campaigns delivered by Quit 51
* NHS Health Checks (Outreach)
* Training & Awareness Raising including MECC
* Public Health Campaigns and Events

**Job purpose:**

The role will provide administrative support and proactive telephone communication that will ensure the smooth running of all the Single Point of Access (SPA) for the integrated health lifestyles service.

**Key responsibilities:**

* Provide a full administrative and support service to all the integrated health lifestyles services and work closely with the Client Services team.
* To be responsible for receiving telephone calls into the SPA from individuals and health practitioners enquiring about the integrated health lifestyles service.
* To be responsible for all pro-active telephone calls to clients to actively engage participants into the services
* To manage referrals from healthcare professionals to the programmes.
* To manage applications and referrals to the programmes.
* To conduct motivational interviews over the telephone with clients on the programmes.
* To create and send paperwork out as required and keep all records up to date.
* To prepare data on the programmes for operations team members.
* To support marketing activity in the programme areas including targeted mail shots and campaigns.
* Administer the IT system to support all aspects of service delivery.
* Undertake administration of key office functions related to the service delivery.
* To manage the preparation for programmes including printing resources and ordering equipment. To co-ordinate stock.
* To support preparation of agendas for monthly team meetings, minutes, reports, presentations, for all team members where necessary.
* Operate, and ensure maintenance of, basic office equipment, e.g. fax and photocopier machines in the absence of the Senior Administrator.
* To support with creating case studies of participants that have attended the programmes.
* Ad hoc duties as and when required.

**Person Specification – Client Services Administrator**

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| ATTRIBUTES | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
| Qualifications | * Experience of handling a high number of proactive telephone calls. * High standard of education – a minimum of 5 passes at GCSE level inclusive of Maths and English * Previous experience of working as a high-level administrator. | * Demonstrable experience of utilisation of Word processing/ spreadsheet/ database experience/Internet and Outlook software. * NVQ Level 4 in administration | Application FormInterview |
| Experience | * At least 3 years administrative work in a busy office environment. * Working/liaising with a wide range of people effectively with sensitivity and authority. * Excellent organisational skills |  | Application Form  Interview |
| Other Requirements | * Flexibility in distribution of working hours according to job requirements. |  | Interview  Application Form |
| Special Attributes | * To be able to take initiative, multi task and work effectively without close supervision. * Must be confident and highly motivated requiring minimal day to day supervision. * To be flexible and open to new duties as the project develops. * To be highly motivated and be able to work independently but effectively as part of a wider team. * Must enjoy providing a support service, offering a pleasant and effective point of contact for the service. * To have effective communication skills. * Able to network effectively. * To be able to feel comfortable with liaising with a wide range of people at different levels. * Must be a good team player and able to negotiate workloads with team members. | * Knowledge of and empathy with the aims and philosophy of OneLife and MoreLife and healthy life style issues. | Interview |
| Skills | * High level of computer literacy. * Excellent organisational, co-ordinating, administration and interpersonal skills. * Excellent literacy and numeracy skills * Must be able to keep effective records and databases. |  | Application Form  Interview |

Health and safety: To maintain a positive attitude to health and safety in carrying out the duties of the post with special emphasis on the environment and safety of the individuals within the organisation.

Equal Opportunities: Post holders must at all times carry out their responsibilities with due regard to the Company’s equal opportunities policy.

The post holder will also need to be aware of and committed to the vision, policies and practices of the organisation by which they are employed.