ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Communities
Post Title	Casual Business Development Support Assistant
Post Number	TBC
Accountable to	Wellbeing Team Leader
Key leadership relationships	**Internal:** Members of the Council, Chief Officers and all other appropriate Council officers and managers **External:** Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	23/01/2024

Job Description - Principal purpose of job (role summary)

As Casual Business Development Support Assistant you will support the Wellbeing Hubs to provide a high quality, comprehensive and coordinated administrative support service. This includes but is not exclusive to answering the Wellbeing hub phone line, replying to emails, calling clients and following triage procedures for services, updating website and data inputting. Working to achieve service excellence by ensuring accuracy, efficiency and flexibility, in order to meet changing demands. To support the development of the Wellbeing Hubs website and approaches to engaging clients in services which improve health & wellbeing outcomes. This role will be for casual hours to cover busy periods of service and holidays of the other admin support. There are no set hours or days for this role. Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
Live how we work with each other and our customers: ● We listen ● We say what we think & do what we say ● We are inclusive & kind ● We are ambitious ● We think & act beyond ourselves and our service ● We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To manage all referrals/ contacts made via the Wellbeing Hubs Website and dedicated email account from agencies and members of the public. To review and triage all referrals using motivational interviewing and distribute as appropriate to a Wellbeing Advisor or to another officer/ agency, dependent on need/ requirement identified.
To provide Duty Officer cover based on a rota basis for the Wellbeing Hubs general enquiry line. Ensure that clients receive appropriate information and advice, as well as

signposting/ referring onto an appropriate Wellbeing Advisor or service/ programme.Ensuring excellent customer service, and as far as possible, resolution focused outcomes.
To input clients details (arising from either direct contact or through referrals) onto the appropriate databases and case management systems, ensuring all relevant information is captured and is accurate to aid contract compliance and GDPR requirements. This includes monitoring the integrity/quality of data.
To provide comprehensive and co-ordinated support for the programmes delivered by the Wellbeing hub, through sourcing/ booking venues, creating timetables and registers of participants, printing information, collating packs and possibly assisting at the initial setting.
To research, develop content, and manage the Wellbeing Hubs website & social media channels. Ensuring that these outlets are updated regularly with interesting and informative content on services provided by the hub. Identifying best practice, and implementing new digital approaches to engage residents. These must meet the priorities, and adhere to the guidelines, of Public Health England and the Councils**.**
To maintain an inventory of team resources and equipment, as well as monitor the use of these, ensuring that the equipment log is completed.
To conduct follow up telephone calls to client users to gain insight and feedback on their experiences of using our services. To accurately record a true account of the conversation on the appropriate database for evaluation purposes.
Work as an effective team player as part of the Communities & Wellbeing Team, getting involved in service planning, team days and all other aspects of team working. Including carrying out other relevant administrative duties that are required as directed by the Business Development Team Leader.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' Safeguarding Policy .

Person Specification:

Participative	Make sure that you embrace all opportunities to have your say and recognise the importance of your colleagues taking the opportunity to be heard too Ability to share knowledge and learn from others
Adaptive	Ability to thrive in an adaptive environment on a continuous improvement journey of change
Resilient	Understand the part you play in your team and the organisation as a whole, recognising your importance to our success Ability to bring passion to your work Ability to recognise and support your own wellbeing needs and ask for help when you need it

	Essential	**Desirable**
Qualifications	Good standard of general education including GCSE at grade C or above (or equivalent) in English and Maths	Educated to A level standard in English and Maths or equivalent
Knowledge	Confident to work with clients and agencies and delivering excellent customer focused services Excellent Administrative skills paying attention to accuracy and detail	An understanding & knowledge of healthy lifestyles.
Experience	Experience of working in an administrative role	Experience of working with members of the public, where confidential/ sensitive information is shared. Experience of working with clients that are distressed/ upset.
Communication	Ability to articulate verbally and in writing information. Able to take telephone & face to face enquiries from members of the public/ professionals, using listening skills to understand information provided and sensitively draw out further info that may be required.	

Relationship Building	Ability to work effectively as part of a multi-disciplined team. Ability to communicate with a range of different people within different settings, with an ability to build rapport. Self reliant and self motivated with the ability to work using their own initiative	
Analytical	Ability to enter data accurately into a database or spreadsheet. Ability to accurately record information gathered from service users. Ability to interpret sensitive information and problem solve.	Previous experience of using databases or spreadsheets
Planning/ Organising	Good organisational and planning skills. Able to work under pressure and to meet deadlines	Providing administrative/ organisational skills to support programme delivery.
Other requirements	To be computer literate and use a range of Microsoft Office packages, including excel and word. Able to work in an open plan office environment. Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	Use of Google for Work.

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	