

**Digital Administration Assistant Job Description**

**Job Title:** Digital Administration Assistant

**Employer:** Healthwatch Torbay and Engaging Communities Southwest

**Responsible to:** Healthwatch Torbay and Engaging Communities Southwest

Communications and Digital Lead

**Hours: 20** Hours (flexible) weekly (Monday - Friday)

**Salary:** FTE £21,500 pro rata

**Location:** Remote based working from home, could also be office-based via Room 17, Paignton Library and Information Centre.

**Contract:** Initial 12 month Contract (may be potential for extensions dependent on further funding opportunities sought)

**Background**

Healthwatch Torbay and Engaging Communities Southwest (ECSW) is a not-for-profit organisation which has grown from the reputation we gained as an award-winning Healthwatch and in response to increasing demand for our expertise within Torbay and the wider Southwest Region.

We offer Engagement, Evaluation, Communication Support, Digital Support, and Training to the Statutory, Voluntary and Private Sector.

We currently manage our flagship project, [Digital Health Devon](https://www.digitalhealthdevon.co.uk/), offering free online e-learning in the local health and social care sector, together with the contract for independent Health and Social Care Community Champion Healthwatch Torbay in addition to overseeing various projects in the community.

**Job summary**

To provide administrative support for ECSW Digital Health Devon Projects, working closely with the Digital Lead and the Digital Coordinator to ensure the core administrative duties are delivered to enable the Digital Health Devon projects to meet their targets and deadlines.

**Main Duties and Responsibilities**:

* Day-to-day online administration tasks including organising and planning meetings, minute taking, maintaining of volunteer and stakeholder databases.
* Work with the ECSW Digital Coordinator to maintain relationships with key stakeholders, e.g., Torbay Care Home Providers and General Hospitals in Devon.
* Basic website maintenance – monitor and fix any problems or issues raised if able to   
  (e.g., broken links, spelling errors, minor content amendments, etc.).
* Upload pre-approved website and social media content.
* Collate statistics for reporting purposes e.g., feedback from service users, numbers of attendees, for inclusion in reports.
* Monitor project email address and ensure responded to in a timely manner.
* Set up regular public virtual or face to face 'drop-in sessions' at various locations including general hospitals, care homes and community settings and ensure they are run by a relevant volunteer digital trainer.
* Liaise with digital volunteers, registered users, project trainers and volunteer network to ensure involvement and match up any members of the public requiring digital support with the relevant available trainers.

**Other**

* Proactively manage workload to ensure outcomes and deadlines are met to a high standard.
* Adhere to all relevant organisation policies and procedures ensuring that equality and diversity are integrated in all aspects of the digital projects.
* Portray a positive image internally and externally of the organisation and high standards of personal and professionalism leading by example.
* Research various local health and social care online resources or means of accessing services digitally in the wider Devon area to include in the Digital Health Devon database (to ensure current modules are up to date and accurate). Research includes any existing instructional videos or ‘how to’ guides on how to use either.
* When required, to take part in public virtual 'drop-in session' learning forums via Zoom and support the public online with Digital Health Devon related queries.
* To undertake such duties consistent with the nature of the grade and post.

**Person Specification**

**Essential including skills and ability:**

* Proven work experience as a senior administrative assistant.
* Proven work experience with website content and social media.
* Hands on experience with MS Office and WordPress.
* Attention to detail.
* Good communication skills.
* Good organisational and time-management skills.
* Ability to prioritise own workload and work to deadlines.

**Desirable:**

* Knowledge and understanding of the health and social care sector.
* Self-motivated.
* Flexibility.
* Experience of delivering training.
* A relevant IT qualification.
* Knowledge of Search Engine Optimisation (SEO) and web traffic metrics (e.g., Google Analytics).
* Good research skills.
* Good sense of humour.