

University of Surrey

Post Details		Last Updated:	
Job Title:	Active Wellbeing Service Administrator		
Job Family & Job Level	Operational Services	Level 2	
Responsible to:	Active Wellbeing Manager		
Responsible for:	N/A		
<u>Job Purpose</u>			
To be responsible for the administration and front-line support of our new Active Wellbeing Physical Activity Service which is being funded by the National Lottery Community Fund. Responsibility for processing patient bookings, taking telephone enquiries, booking community venues and supporting the Active Wellbeing Coaches with day-to-day workloads.			
<u>Problem Solving, Accountability and Dimensions of the role</u>			
The post holder is not closely supervised however, they are expected to report to the Active Wellbeing Manager at regular intervals to provide feedback on their progress against clearly defined objectives and KPIs. The post holder has the latitude within their daily work routine to organise and prioritise their own work and those of their team, to ensure that key deadlines and objectives are met.			
The post holder will successfully manage any conflicting demands, possessing an awareness of the options available and being able to make effective and appropriate decisions. The post holder is expected to apply their technical and working knowledge in order to develop the Active Wellbeing Service. The post holder is key to the success of the scheme.			
The post holder is expected to provide advice and solutions to routine day-to-day problems and to escalate issues to the Active Wellbeing Manager, where questions or issues arise, which fall outside of the remit of their role. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to departmental policies and procedures.			
It is also vital that the post holder ensures their knowledge is up-to-date with the requirements of the service and patients to ensure users receive the correct information. The post holder is expected to use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex, or those outside of the remit of their role to the Active Wellbeing Manager for guidance/resolution.			
<u>Background Information/Relationships</u>			
Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.			
The post holder will work closely with all Sports Park staff and both internal and external stakeholders.			
This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.			
Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.			
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.			

Qualifications and Professional Memberships		Essential/ Desirable
Vocational qualifications plus several years relevant work experience. Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		E
First Aid Certificate, or willingness to complete the training		D
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	Essential/ Desirable	Level 1-3
• To have a basic understanding of Exercise Referral Services.	E	2
• An understanding of health-related benefits of regular physical activity for healthy adults and special populations.	E	2
• An understanding of common medical conditions encountered on a typical exercise referral scheme and the necessary programming adaptations.	E	
• Good working knowledge of Microsoft Outlook, Word, Excel and Data management systems.	E	2
• Knowledge and understanding of GDPR, Patient confidentiality and Information Governance.	E	n/a
• Minimum of two years' experience of working in an administration role.	E	n/a
• Experience of administering programmes for people with specific medical conditions.	D	1
Special Requirements:	Essential/ Desirable	Level 1-3
Disclosure and Barring Service Clearance	E	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		1
Problem Solving and Decision Making Skills		1
Leadership / Management		n/a
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking		n/a
Organisational Information		

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.

Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. To be responsible for the input of patient data, via a bespoke electronic database.
2. To assist with reporting KPI information, feedback, case studies and testimonials to The National Lottery as part of the monitoring and evaluation of the service.
3. To provide telephone registration support and respond to general telephone enquiries.
4. To liaise with the delivery team, coordinator and programme manager to ensure effective implementation of the service, including regular monitoring of KPIs.
5. To ensure initial appointments, one-one sessions, group sessions and progress review appointments are booked in as appropriate at designated intervals.
6. Liaise with referral partners and stakeholders, including GPs, to ensure all referrals are appropriate and include a full data set of relevant information.
7. To support a seamless transfer for patients to exit into mainstream provision by liaising, communicating & supporting staff effectively.
8. To ensure appropriate supplies of documentation and promotional materials are readily available on site, community venues and healthcare settings.
9. Ensure that all systems, standards, documentation & procedures are maintained in accordance with Surrey Sports Park policies.
10. To ensure that commitment to equal opportunities is reflected at all stages of project planning, delivery and evaluation, in line with agreed service standards.
11. To ensure administrative practices are in line with Care Quality Commission regulations, including compliance with GDPR, Information Governance and patient confidentiality.

N.B. The above list is not exhaustive.