

Wellbeing & Safe Practice Administrator Job Description and Personal Specification

Job title:	Wellbeing & Safe Practice Administrator
Place of work:	Nominal office base: Brasted, Kent – location flexible
Hours of work:	37 hours per week – 3 month contract
Salary/Grade:	Corporate Support
Reports to:	Head of Wellbeing & Safe Practice
Level of screening:	

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

Where you fit in

We are looking for a detail-oriented individual to join our Wellbeing & Safe Practice team as an Administrator. This is a temporary full time position with a flexible base.

In this role you will be responsible for administration tasks relating to incident and near miss reports, audit reports, training and recording systems. This job will require working without supervision, using your own initiative and knowledge gained from induction and training. There will, however, be daily contact from colleagues in the team.

Main Duties & Accountabilities

As Wellbeing & Safe Practice Administrator, your main duties will include:

- Reviewing incident and near miss information using the Datix system, requesting additional information from reporters and managers and escalating queries and concerns to other members of the team.
- Reviewing Zendesk tickets to assist with allocations and prioritisation.
- Entering records onto the risk and compliance system, 4actions.
- Support with processing purchase orders and invoices, using Business Central.
- Providing administrative support for H&S training and consultation events.
- Attendance at meetings – at times to participate and times to record key actions.
- Supporting in developing and maintaining effective administration systems and making recommendations for improving and streamline processes

- Participating in special projects and performing additional duties as needed.

What does good look like for this role?

You will ensure compliance with safety regulations by supporting the management of information and data coming into the team, triaging and signposting it as required. Your skillset and passion will ensure that no detail is overlooked and that communication is in place for each step of the way for all parties.

Organisational Relationships

Working within the Wellbeing and Safer Practice team and closely with colleagues from the Workplace team.

You will also be working with colleagues from across operations in the organisation and corporate support functions.

Health and Safety Administrator: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Must be self-sufficient in the Microsoft 'Office' suite of products, in particular, Microsoft Excel and Access</p> <p>Working towards or has Level 2 qualification.</p>		
KNOWLEDGE	Basic awareness of health and safety and GDPR	Awareness of compliance with legal and regulatory guidelines in the workplace particularly in relation to Health and Safety	
EXPERIENCE	<p>Experience of working in an office/customer service environment</p> <p>Administration / data entry experience</p>	Experience of working in an H&S environment/team	
SKILLS & ABILITIES	<p>A keen eye for detail</p> <p>Pro-active, customer-focused and solutions-oriented</p> <p>Able to work effectively under pressure</p> <p>Able to maintain confidentiality</p> <p>Ability to work in a systematic manner, organising own activities to meet deadlines and maintaining accurate records</p> <p>Excellent communication skills</p> <p>Willingness to work flexibly as required</p>		

	Customer service skills		
OTHER	Share Catch22 values Awareness of and commitment to Equality & Diversity Willing to travel and work flexibly Desire to develop and undertake training as required		