

Are you a great administrator with super IT skills, a love of processes and governance with a keen eye for detail? Are you looking for your next role to be something completely different, where no two days are alike, and you'll work with an amazing team? Then we may have your ideal next role.

There has never been a more exciting time to join the HEY Smile Foundation team. Our work spans across the Voluntary, Community and Social Enterprise Sector (VCSE), as well as connecting opportunities with the private and public sector.

We are proud to lead several NHS Charities, in the last 2 years ensuring funding from Sir Captain Tom's efforts were spent wisely in our region. We now seek an experienced administrator to support our current NHS partners and join the Smile family as part of the Smile Health Team. You'll be someone who finds it easy to build relationships, has an eye for detail and is comfortable working as part of a brilliant team

In return we offer a fantastic platform for continuous improvement, with opportunities to progress with ourselves or with our fellow partners working in Health and Social Care.

Interested? Contact Emma Mitchell, Business Support Officer for an informal chat about the role. Emma.mitchell2@nhs.net

Role Profile

Job title:	Circle of wishes Administrator – Smile Health C/o Health Tree Foundation
Location:	Northern Lincolnshire and Goole NHS Foundation Trust/Home working
Reports to (Job Title):	Business Support Officer – Smile Health C/o Health Tree Foundation
Salary scale:	£19,000 - £22,000 Pro Rata Dependent on experience
Working Hours:	20 hours per week
Contract Duration:	Permanent
Closing date:	22/01/2023

1. Purpose of the Post and Key Relationships:

Our donors and supporters are at the heart of everything we do.

As the Circle of Wishes Administrator, you will assist the Business Support Officer in delivering our Circle of Wishes process. Working as part of our charity team, you will maintain and update our Circle of Wishes (COW) system, so that we can improve patient experience, showcase our expenditure, raise income and communicate our achievements more effectively.

2 Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation and Northern Lincolnshire and Goole NHS Foundation Trust Vision, Mission and Values.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination) through the HEY Smile Foundations work.
- Continually develop your skills to meet the needs of our evolving community needs.
- Be flexible in your working, continually developing your skills to meet the needs of our evolving communities.
- Develop case studies and impact reports, to ensure we are displaying our value.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and initiatives.
- Maintain an up to date knowledge of national best practice, policy and guidance for your role.
- Undertake all other reasonable requests made via your line manager, the CEO and Heads of Department.

3 Key role responsibilities

- Working closely with the Business Support Officer, maintain and update the Circle of Wishes spreadsheet ensuring all key stakeholders are kept up to date with progress of their requests.
- Work with wish makers ensuring that excellent communication is maintained.
- Ensure accurate records are kept and that the correct processes are followed.
- Build an excellent understanding of NLAG NHS Foundation Trust, the challenges, priorities and plans so that the Circle of Wishes supports the needs of the patients across the trust.
- Communicate effectively internally so that patients, relatives and staff feel empowered to contribute to the Circle of Wishes by submitting innovative ideas to support positive change within the Trust
- Communicate effectively externally so that donors feel engaged in the wishes process and are inspired to fundraise to help achieve the active wish list
- Provide a professional first point of contact for the Circle of Wishes ensuring communications are clear and concise.
- Respond immediately and effectively to all communications so that the public and staff are fully informed at all stages.
- Maintain systems to track and record overall performance, outcomes, outputs and costs so that long term impact can be measured and evaluated.
- Develop positive working relationships with the Health Tree Foundation team supporting colleagues on a day to day basis so that both the Health Tree Foundation and the Circle of Wishes achieve their objectives.
- Work effectively with staff across the whole of the Trust representing the Health Tree Foundation and presenting a professional and effective image at all times.
- Work to ensure The Circle of Wishes becomes a priority across the trust, enabling greater understanding of the ongoing needs of staff, visitor and patients to enhance the standard of care.
- Operate within the Northern Lincolnshire and Goole NHS financial systems and ensuring the Circle of Wishes achieves financial compliance and meet funding and audit requirements.
- Ensure income and expenditure are accurately recorded within the financial and E-procurement operating systems
- Promote the Circle of Wishes using Health Tree social media and the Health Tree website
- Ensure all policies and procedures are understood and adhered to by all fundraisers, staff, volunteers and third parties.
- Champion best practice, ensuring that all legal standards and best practice compliance standards are met. (Fundraising Regulator and IoF Codes of Practice, and the requirements of Health and Safety, Data Protection and Charities Acts.)
- Work with the Business Support Officer and Charity Manager to continually improve your skills and experience, by keeping up to date with national best practice.
- You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However, the way in which you distribute these hours across your working week is flexible, and strong communication with your manager is key.

Other requests as reasonably required, as requested by Business Support Officer, Charity Manager or Head of Department.

4 Knowledge, skills, and experience required by the job holder:

Taking on a role with Smile, you will be a beacon in the voluntary, community and social enterprise sector. You will form part of a team of experts, who share their skills and expertise alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Person Specification for Circle of Wishes Administrator	Essential	Desirable
An in-depth and broad understand of using and interpreting Excel Spreadsheet	X	
Experience of analysing and monitoring data	X	
Experience of following procedures and upholding strong governance practices	X	
Excellent proven organisational and administrative skills, experience using Microsoft Office, with the ability to enter accurate and high-quality data	X	
Ability to communicate with a wide range of stakeholders including good social interaction and listening skills	X	
Being able to work independently and part of a team	X	
An expert in building and maintaining relationships	X	
Ability to write concise reports, case studies, and blogs for used on social media, website and other internal and external communications platforms	X	
To have own transport		X
Experience of fundraising		X
Experience of working within an NHS environment		X

Although the HEY Smile offer flexible working, the place of work will remain Northern Lincolnshire and Goole NHS Foundation Trust. Dependent on the successful candidate, this will be based at either Grimsby or Scunthorpe.

Should you require any reasonable adjustments through the recruitment phase or subsequent employment, please do not hesitate to raise this via the most appropriate means.

This document is written to summarise the key responsibilities of the job holder. It is not intended to be exhaustive and the job holder may be required to do more than is listed here within reasonable parameters.

Document date: December 2022