

# Bengali Project Support Administrator

## Job summary

This is an exciting time to be involved in a new project in Tower Hamlets Wheelchair Service. This is a critical role supporting therapists to complete data collection for the project which is linked to the local ICB and NHS England. The role will include spending time with clients and their families and contacting them following the handover of equipment.

## The person

You will provide administrative support to the clinicians who see the children and young people as well as their families. You will assist to input the required data into Jotforms to collate the data that will form the outcome of the project.

You will be confident to talk to people in person and on the telephone and via email as required. A bilingual Bengali speaker would enable easy communication with the local communities. You will assist in collating the data to feedback to the team and ICB.

## Key accountabilities

- Proactively participate in data collection along side the clinician
- Discussing the outcome measure with the client and their family during the appointment where appropriate.
- Contacting the family 12 weeks following the handover to gain more information about the outcome of the equipment issued.
- Provide the information to clinicians, management and the ICB as required.
- Be an active team member
- Organise feedback meetings with the relevant stakeholders



### Whizz-Kidz: the facts

Over 75,000 young people aren't getting the wheelchair or support that fully meets their needs.

Without the ability to be independent young wheelchair users are restricted in their ability to socialise and participate in society.

### We're here to change that.

As the UK's leading charity for young wheelchair users (2-25), we empower young people by providing the wheelchairs, equipment, support and confidence-building experiences they need, and campaigning for a more inclusive society.

**And we won't stop until they are mobile, enabled and included.**



**The post holder will also**

- Work within all policies, procedures and budgets set by Whizz-Kidz.
- Act at all times in the best interest of Whizz-Kidz.
- Form effective working relationships with all colleagues members, volunteers and outside organisations as appropriate.
- Take responsibility for ensuring that the policies and procedures relating to Health & Safety in the workplace are adhered to at all times.
- Respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- Not disclose to an unauthorised person any confidential information acquired through official duties unless they have received official permission to do so.

**The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and job rank of the post.**

*Please note:* This post is subject to a Basic level DBS Disclosure, which will be sought prior to the confirmation of a job offer.



**Our vision**

A society in which every young wheelchair user is mobile, enabled and included.

**Our values**

We are young people focused, ambitious, collaborative and inclusive.

**Our behaviours**



Focus on growth



Find solutions



Seek to understand



Engage with others

Responsible to	Clinical Manager
Responsible for	N/A
Location	Tower Hamlets Wheelchair Service, Mile End Hospital
Hours	Full time or part time (35 Hours—full time)
Term	12 months
Salary	£20,000—£24,000 per annum (dependent on experience)



# Person specification

## Skills and knowledge

- Good interpersonal skills to support the clinicians
- Able to follow and understand directions with minimal support and supervision
- Good diary management and organizational skills
- Excellent team working skills
- Good IT skills, including the use of Office applications and databases
- A confident and effective communicator who can speak to variety of people within the local area.

## Experience

- Experience working in an office environment
- Experience using databases and managing data
- Experience of customer service

## Personal qualities

- Alignment with our values – young people focused, ambitious, inclusive and collaborative
- Passionate about supporting young wheelchair users and creating societal change
- Self-motivated and able to manage a varied workload
- High level of integrity and discretion
- Able to work flexibly including some evenings and weekends
- Good eye for detail and accuracy, maintaining high standards at all times



# A few perks

The wellbeing of our colleagues is of paramount importance to our success as an organisation, and we want to ensure that our benefits package provides something of value for everyone, whether it is our generous holiday entitlement, wellbeing days, Healthcare cash plan, long-service awards. We hope you agree!

## **ANNUAL LEAVE**

25 days of annual leave per annum plus Bank Holiday (pro-rata for part time colleagues).

## **Christmas closure**

In addition to annual leave, employees get three days of paid Christmas leave.

## **Wellness days**

Two days per calendar year for employees to take off for any reason that you chose. It could be to have time to volunteer for a good cause, to spend a duvet day, or for any reason at all that contributes to your wellbeing.

## **Pension**

(Scottish Widows) Automatic enrolment for all colleagues with the option to opt out. Contributions of 5% gross salary made by both Whizz-Kidz and employees. We will match higher contributions of up to 6% of gross basic salary.

## **Simple health**

Automatic enrolment in a fully paid for cash plan that assists you with everyday health costs. This scheme is also available to your families for an extra charge. This benefit starts from the first day of the month following your start date. Note that this is a taxable benefit which you can opt out of.

## **Season ticket loan**

An interest free loan of up to £5000 following the successful completion of the Probationary Period.

## **Cycle to work**

This is salary sacrifice scheme provided by Cycle Scheme Ltd (Part of Black Hawk), which allows you to purchase a bicycle up to the value of £1000, saving tax and NI. This is a hire purchase arrangement that allows you to pay up the amount spend in twelve equal amounts through payroll.



You can find out more about our perks at [www.whizz-kidz.org.uk/charity/careers](http://www.whizz-kidz.org.uk/charity/careers)

