



## Job Description

<b>Job Title</b>	Wellbeing & Membership Officer
<b>Base</b>	Hybrid working (home & office) with a flexible approach to travel as required
<b>Hours</b>	25 hours pw
<b>Pay Band</b>	C
<b>Contract</b>	Permanent
<b>Reports to</b>	Voluntary Sector Engagement Manager
<b>Responsible for:</b>	No line management duties

Communities First Wessex (CFW) known as Community First is the largest Council for Voluntary Service in Hampshire, building capacity in the voluntary sector and delivering a wide range of critical services to those in most need.

**Wellbeing** - Our Wellbeing Team has developed successful partnerships across Hampshire enabling voluntary sector organisations and statutory partners to come together with the aim of improving the health and wellbeing of residents in those areas.

The primary aim of this role is to provide full administrative support to the Health and Wellbeing Manager and facilitator for all Health Forums and associated events, including management of each forum membership.

The Health and/or Wellbeing Forums are a meeting point for the health services and community groups that support people with health conditions. The Forums are open to all health and wellbeing related support groups, clubs and charities.

Each of the forums are held 4 times a year and will be a mixture of face to face and virtual meetings. Monthly email information bulletin updates are circulated to members. Online meetings are recorded and a link is shared with all members.

**Membership** -The primary role of the Membership Officer is to facilitate and promote a strong and engaged membership of Community First. Liaise as the main contact for all members and promotion to prospective members regarding their membership enquiries, applications and renewals. The Membership Officer will be a CRM super user and maintain an efficient membership administration, including updating the database, analysing and reporting on the membership.

Key responsibilities are to:

### Wellbeing

- To manage the administration for our Health & Wellbeing Forums in Alton, East Hampshire & Havant, and Fareham & Gosport. The roles also administer The Hampshire and Isle of Wight Social Prescribing Network
- Maintain accurate and up to date membership contacts for each Forum
- Send monthly email updates to all memberships
- Hosting and recording virtual meetings on zoom
- Booking venues, refreshments and equipment for in person meetings
- Take minutes for steering group meetings
- Provide administrative support for wellbeing events, including sending online invitations, taking bookings, and providing updates.
- To work closely with the Health and Wellbeing Manager and meeting facilitator
- To be a friendly and professional source of information both to individuals, VCO's and statutory services

### Membership

- Provide effective administration and accurate data record keeping for Community First Membership Services
- Work with the Community Development Director to develop and implement membership recruitment strategies
- Liaise with the finance team to ensure correct processes are in place to maximise the efficiency of the CRM in terms of membership subscription payments and renewal reminders
- Develop a thorough knowledge of the CRM database system.
- Provide the Marketing Team weekly promotional material for current and prospective members.
- Collate statistics and produce timely reports

### General

- To promote Community First's Equal Opportunities and Diversity policy.
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post.



## Person Specification

<ul style="list-style-type: none"> <li>● Strong organisational skills</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Excellent communicator, with the ability to communicate with organisations, people and groups from Voluntary Sector &amp; Statutory Partners</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Excellent IT skills, including working knowledge of Contact Management Systems, Excel, Google and Microsoft office</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Understanding, or willingness to learn CRM system</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Able to work on own initiative and prioritise in a fast-paced environment</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Detail oriented</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Willingness to work flexible hours when required to meet work demands</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Access to own transport and ability to travel across the locality if required</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● High level of written and oral communication skills.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>● Experience of administration work in a health related field</li> </ul>	Desirable



## **CONDITIONS OF EMPLOYMENT**

### **1. Job Title**

– Permanent Contract

### **2. Salary**

Full Time Equivalent Salary: £22,010.00 per annum  
Actual Salary for this post £14,872.00 per annum

### **3. Hours of work**

25 hours per week.

### **4. Holiday Entitlement**

25 working days in each year in addition to bank holidays increasing by 1 day after 2, 3 and 4 years' service to a maximum of 28 days. Leave year is 1 April to 31 March (and pro rata for part time staff).

### **5. Conditions of Appointment**

A three month probationary period applies to this post

### **6. Place of work**

Home-based with a flexibility/willingness to work in locations across Hampshire

### **7. Pension Scheme**

Following successful completion of your probationary period, you will be automatically enrolled in Community First's NEST pensions scheme, provided you meet the Qualifying requirements. Community First will provide employer contribution in line with the provisions of the scheme. You will retain the option to opt out the scheme should you so wish.

### **8. Accountability**

The Wellbeing & Membership Officer will be accountable to the Voluntary Sector Engagement Manager.