Job Description

Job Title	Health & Wellbeing Networks Coordinator
Base	Mix of home working, attendance at venues across Hampshire, and some office-based meetings
Hours	10 hours per week - flexible hours/days, additional hours will be required around major events
Pay Band	C
Contract	Permanent (continuation subject to annual funding)
Reports to	Community Empowerment and Wellbeing Manager

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.

Our Wellbeing Team has developed strong partnerships with statutory and voluntary sector stakeholders, working together to improve health and wellbeing outcomes for residents. Through our Health & Wellbeing Forums and the Hampshire and Isle of Wight Social Prescribing Network (HSPN), we provide connection, information, and shared learning opportunities for over 1000 individuals from organisations supporting health & wellbeing and social prescribing across the region.

Purpose of the Role

To provide comprehensive administrative and coordination support to the Health & Wellbeing Forums and the Hampshire & Isle of Wight Social Prescribing Network (HSPN). This includes managing forum membership, organising and supporting both virtual and in-person events, communicating with stakeholders, and supporting the smooth operation of all forum activities and outputs.

Key responsibilities are to:

Forum Administration and Coordination

- Maintain accurate and up-to-date records for Forum and HSPN membership across multiple spreadsheets.
- Respond to membership enquiries and send welcome emails.
- Manage mass communications and email updates, ensuring GDPR compliance.

- Organise and send out calendar invites to large mailing lists (1000+ recipients).
- Draft and coordinate monthly “Helpful Info!” bulletins using ChatGPT or similar and ensure web/email links are active and correct.
- Segment communications appropriately (e.g., by geography or membership type).

Event Coordination

- Support planning and delivery of four Forum meetings per year in each area (combination of face-to-face and webinars).
- Support planning and delivery of the annual Networking and Showcase Conference for the Hants and IOW Social Prescribing Network and three webinars.
- Coordinate venue bookings, logistics, risk assessments, insurance documentation, refreshments, accessibility needs, and equipment setup.
- Work with Marketing Officer to create and monitor event bookings.
- Identify speakers as required, alongside the Facilitator, review PowerPoint presentations, run pre-event checks and rehearsals.
- Oversee registration, market stalls, and on-the-day event management.
- Share post-event summaries, links to recordings, and follow-up communications.
- Coordinate the quarterly HSPN/HWB Steering Group documentation.

Digital Meeting Support

- Host and record webinars on Microsoft Teams.
- Manage presentation flow and webinar logistics.
- Edit and share recordings via Microsoft Teams and notify key stakeholders.
- Troubleshoot any technical issues and ensure smooth delivery of digital events.

Stakeholder Engagement

- Act as a friendly and professional first point of contact for Forum and HSPN members.
- Respond to general enquiries and signpost to appropriate community support.
- Support colleagues, external stakeholders and Social Prescribers with tailored training, communications and member engagement.

Reporting and Governance Support

- Maintain attendance records and produce administrative reports for Steering Group.
- Produce minutes after Steering Group meetings and follow up on actions.
- Track and report forum engagement and member profile data – feeding back trends.

Clauses Common to All Community First Job Descriptions

- To promote Community First's Equality, Diversity & Inclusion 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.

Health & Wellbeing Networks Coordinator

Person Specification

Criteria	Requirement
• Proven experience in administration and coordination roles	Essential
• Experience of organising events (virtual and in-person)	Essential
• Experience working with the voluntary/community or health sectors	Essential
• Experience using Microsoft Teams, Outlook, Excel, and SharePoint	Essential
• Experience with Eventbrite or similar booking platforms	Essential
• Experience supporting large communications via email and calendar systems	Essential
• Experience with email marketing or newsletter creation tools	Desirable
• Strong organisational and planning skills	Essential
• Able to review and identify process improvements	Desirable
• Excellent written and verbal communication	Essential
• Attention to detail and ability to proofread accurately	Essential
• Ability to manage multiple tasks and prioritise workload	Essential
• Confident in using digital platforms and troubleshooting issues	Essential
• Able to work independently and as part of a team	Essential
• Friendly, approachable, and professional manner	Essential
• Ability to maintain confidentiality and comply with GDPR	Essential
• Understanding of health and wellbeing challenges in local communities	Desirable

• Awareness of the role of social prescribing and the voluntary sector	Desirable
• Knowledge of Hampshire locality and geography	Desirable
• Willingness to travel across Hampshire as required	Essential
• Flexibility to occasionally work outside standard hours for events	Essential