



Recruitment Pack

Administrator

Bolton Tier 1 and 2 Weight Management Service



Healthier, happier for longer, we make lives better

Contents

Contents	1
Welcome & Introduction to the role	2
Employee Benefits	2
Our History	3
ABL Vision & Values	4
Meet the ABL Leadership Team.....	5
ABL Services	6
Achievements.....	7
About the role	8
Job Description.....	8- 10
Person Specification.....	11- 12
How to apply.....	12
The closing date for this vacancy is 28 th August 2023.....	12

Welcome & Introduction to the role

Hello and thank you for your interest in the Administrator role for our new Tier 1 and 2 Weight Management Service in Bolton.

ABL is an exciting fast-paced, growing community health organisation. As an experienced, CQC registered, provider of community health services, we are passionate about delivering evidence based, innovative, effective and relevant health care services in partnership with individuals, communities and stakeholders.

Employee Benefits



Employee Benefits

 Birthday Day Off <p>We want employees to feel special as individuals and what better way to do that than giving them an EXTRA day off for their birthday</p>	 Employee Assistance Programme <p>You can contact Health Assured 24/7 for counselling, legal information, bereavement assistance, medical information or CBT.</p>
 Flexible Annual Leave Scheme <p><i>The aim of this policy is to offer staff additional flexibility, where possible, in respect of their time off from work</i></p>	 Flu Jabs <p>Each year in the run up to flu season you are able to claim back £10 towards the cost of your flu jab.</p>
 Maternity Leave <p>Up to 3 years – 6 weeks full pay 3-5 years – 6 weeks full pay 5 years + – 8 weeks full pay</p>	 Free Eye Test <p>Employees who regularly work on a laptop/ desktop computer as part of their role, can have the cost of their eye test reimbursed and can apply for £50 towards the cost of their glasses.</p>
 Employee Referral Scheme <p>Any current employee who completes a referral will receive £150 in their pay once the referred colleague passes their probation period.</p>	 Staff Awards <p>Bi-Annual staff award days. Quarterly Hero</p>
 37.5 hour working week <p>ABL wants to offer our employees a good work life balance and therefore from 1st January 2023 we will be reducing the FTE weekly working hours from 40 hours to 37.5.</p>	 Blue Light Card <p>This comes with a small cost when registering, but offers a huge range of savings in shops, restaurants, for travel and much more.</p>
 Cycle to work scheme <p>Save money on a new bike and spread the cost. You could save at least 25% on the cost of your new bike and accessories.</p>	 Employee Volunteer Day <p>Employees are entitled to take one day paid leave to take part in volunteering activities</p>

Our History

ABL was founded in 2009 by people who believed they could and should change the world!

As a GP and former teacher, Sheena Bedi and Denise Leslie had first-hand experience of community health services that had failed people, the very people who needed them most. The dynamic pair believed they could provide a different, more flexible approach, by combining their expertise in healthcare, education and experiences of the social and economic problems that held people back. They vowed they would find a way to support and encourage people to lead **healthier**, **happier** lives for **longer**, whatever their background. ABL was born, ABL stands for A Better Life.

ABL knew that if they put people at the heart of the services, stepped in their shoes and experienced life from their perspective then they could start to create a new approach to healthcare.

Taking services into communities; making them accessible and by removing the traditional clinical surroundings and approach, they became more engaging and responsive. By constantly assessing the ABL approach and listening to the people and communities we work with, our services became a truly responsive community healthcare offer.

ABL came to understand that a multi-disciplinary approach worked best, that by creating a shared language with a range of professionals from varied backgrounds we could support the whole person and empower them to really make a difference within their community.

To this day ABL still work and engage in this way, we are working not only to design and develop services that treat and support people who are experiencing health problems, but are dreaming up and creating effective ways that we can educate and empower people to eliminate health issues in the future.

ABL staff believe they can change the world, we all deserve 'A Better Life'. Do you hold these values dear, does our way of working resonate with you, do want to be a part of our team?



ABL Vision & Values

Healthier, happier for longer – we make lives better.

Our organisational values revolve around our passion to make all our services:

- People Powered
- Bold
- Effective
- Thoughtful

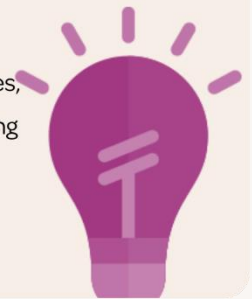
People Powered

We place people at the heart of our approach. We listen to their wider experiences and needs and work with them to co-design practical solutions to their problems.



Bold

If we do things the way they have always been done nothing will change. We are passionate about finding new approaches, employing new technologies and engaging with the latest sector research to help communities make long lasting, sustainable change.



Effective

Our success depends on our ability to transform the lives of the people and communities we work with and we pride ourselves on delivering results. Our work is evidence based and we are skilled at delivering on targets and monitoring and recording our impact for all our stakeholders.



Thoughtful

We believe in the value of reflection. By taking time to understand and reflect on 'the bigger picture', we ensure that as an organisation we keep on learning and that our staff and services keep growing and evolving.



Meet the ABL Leadership Team



Denise Leslie (BSc Hons, PGCE) *Chief Executive and Founding Director*

Denise, co-founded ABL with a passion and drive to make a difference to people's lives through innovative community-based healthcare services. Founded in 2009, in a small office in Bolton, the company now delivers positive behaviour change services across the country.



Nick Warnett (BSc Hons, PGCM) *Commercial Director*

Nick joined ABL after working in performance and quality at an NHS commissioning organisation and has experience in designing and commissioning healthcare services for hard to reach groups. Nick was drawn to ABL's passion for making a difference and having a sustained impact on people's lives.



Donal O'Donoghue (MB BCh, BAO, FRCSEd, FRCSEd (Orth) *Medical Director*

Having been enticed by the holistic vision of the company, Donal joined ABL in 2017. Donal is an experienced clinician, senior manager and former NHS medical director. With four young adult children, Donal is passionate about ensuring every child has the support they need to achieve their full potential. Since joining ABL, his focus has been on quality, governance, and performance management.



Paul Richardson (FCA) *Finance Director*

Paul has more than 20 years' experience working with PLCs, SMEs and private equity investors, in social care, construction and the fire and security sectors. Paul has director responsibility for Finance, HR and IT as well as supporting all parts of the business as member of the executive team and main board of directors.



Andy Leslie (BSc Hons, PGCE, NPQH) *Director of Operations and Governance*

Andy has extensive experience in high level management roles at comprehensive schools and academies, predominantly in deprived areas. He ensures ABL services are education and prevention-based and that interventions are based on best teaching practice.

ABL Services

Passionate about and committed to reducing health inequalities, ABL deliver a range of health and wellbeing services across the country including:

Service	Brief Description
Specialist (Tier 3) Weight Management	Multi-disciplinary support including medical, psychological and therapy, nutrition, dietetics and exercise behavior change support. For adults with BMI of 35+ to achieve and sustain long-term weight loss and provide support and referral for Bariatric surgery where appropriate.
Stop Smoking and Tobacco Control	Our stop smoking advisors support smokers for a minimum 12-week intervention. Whilst we support all smokers, we offer targeted support to priority groups including, people with long term conditions, pregnancy, young people and routine/manual workers and include pharmacotherapy.
Community (Tier 2) Weight Management	Support adults with a BMI >25-40 to take realistic, small steps to becoming more active, making positive food choices and goal setting. ABL also offer healthy weight pathways including integrated tier 2, tier 3 adult and family weight management services (in commissioned areas only).
Family Weight Management	Specialist and community family weight management for families and young people. Includes a multi-disciplinary approach with family focused support including nutrition, exercise and behavior change.
Low Calorie Diet Programme	Part of a new NHS programme which provides a low calorie diet treatment for people who are overweight and living with type 2 diabetes. The service supports people to make healthy lifestyle changes, achieving remission wherever possible. The multicomponent programme combines specialist nutrition, psychology, and physical activity support.
Intensive Personalised Support	Our IPS service take a whole family approach to supporting children and young people with a learning disability and/or Autism, who display challenging behaviours. We work with individuals and their families to understand the reasons behind behaviours and implement a co-produced behaviour support plan, with the aim of keeping the child at home and out of long term hospital stays or residential care.
Patient Participation in Prisons	An award winning service facilitating and leading quarterly health care councils in 35 prisons across the North of England, enabling patients to be actively involved in decisions about their healthcare services within their custodial setting.
Integrated Wellbeing Services	We offer realistic and practical support for people to make life long healthy behaviour changes, supporting people to manage their weight, stop smoking, move more, drink less alcohol and falls prevention.
Workplace Health	Supporting workplaces such as museums, hospitals and councils across the North West to understand health and wellbeing needs of their employees. Includes training, nutrition analysis, tailored workplace health packages.

Achievements



We've supported **over 6,000 people** to quit smoking.



We've supported **over 11,000 people** to lose weight.



Over 14,500 of our clients have increased their physical activity.



Over 16,000 of our clients have improved their mental health.



We are awards winning:
Social Impact award,
Growing Business Awards November 2022.
HSJ Partnership Award in 2020



Co producing pioneering, innovative research projects across our smoking services.



We are Investors in People Accredited.



We are a Disability Confident Leader.



ABL Prison Team, collecting their HSJ Partnership Award for their innovative procurement project that gave a serving prisoner a voice in the procurement process of healthcare services.

ABL team collecting their Social Impact Award .



About the role

Job Description

Tier 1 and 2 Weight Management Service Administrator - Bolton

Job Title:	Tier 1 and 2 Weight Management Service Administrator
Location:	Bolton
Salary:	£20,319 (pro rata for part time)
Hours:	18.75 hours
Type of Contract:	Permanent
Accountable/Responsible to:	Project Lead
Staff Accountable to Postholder:	Volunteers/ Interns

Your Health Bolton service overview

ABL Health delivers the **Tier 1 and 2 Weight Management Service, Your Health Bolton, commissioned by Bolton Council**. This service will play a central role in improving the health and well-being of residents of Bolton and supporting them to lose weight. The service will also offer advice and guidance and proactively signpost to relevant organisations. All of this is embedded in sustainable behaviour change and positive well-being.

Role Purpose:

You will provide administration support to the Your Health Bolton Service. You will ensure the smooth running of the office and the administration of the programs to meet the targets and deadlines. Responsible for a range of administrative tasks, you will be based in our Bolton headquarters with the Oldham admin team.

Your key responsibilities will be:

You will provide key administrative support for the service, including patient and health professional letters, patient database updates, appointment bookings, venue bookings, management of phone lines, and liaising with health professionals and colleagues.

- Take incoming calls, ensuring that calls are transferred to the relevant person/ department and ensuring messages are handled efficiently.
- To work within a busy office as part of a team, sharing work reasonably and efficiently and respecting other admin staff's skills and competencies. To provide general clerical and administrative support, including word processing and filing routine correspondence. To follow established systems for allocation and completion of work.

- Providing professional administration services to clients and identifying specific needs. Manage and maintain confidential patient files on a database and paper.
- Manage incoming healthcare referrals promptly, adhering to company timescales.
- Book appointments for clients and use appropriate calendar software.
- Record client data accurately on the appropriate service database.
- To use IT systems, including excel and word, to exchange information. Use word processing, spreadsheet, and in-house database.
- Flexibility to cover colleagues' annual leave, sickness, etc.
- Weekly monitoring of workload and service targets.
- Take meeting minutes, type and distribute them as required
- General administration (record keeping, filing, etc.)
- Be able to encourage and assess the client's readiness for specific behaviour change

Skills and Competencies Required

- Be an ***experienced administrator*** used to working in a health and/or community setting
- ***Experienced*** working with Microsoft Office and health-related database systems
- ***Positive and proactive***, working at pace with multiple tasks
- ***Adept in communication***; positive and welcoming communication style with all patients, health professionals and colleagues
- ***Build strong relationships***; good team player happy to work as part of a team and work independently on own tasks
- ***Quality is driven***; you naturally seek high standards and actively seek to improve them.
- Value and remain open to ***new ideas and perspectives***.

The desire to make a difference...

We are looking to change the lives and improve the wellbeing of the people in Bolton.

Standard Information

Information Governance

Employees of ABL Health must comply with the provisions of GDPR and the Data Protection Act 2018. The postholder must not; either during the course of their employment, or following termination of their employment, disclose any information relating to service users or employees, or of the lawful business practices, of the organisation.

The postholder will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000

The postholder must comply with ABL's policies that protect the information assets of the organisation from unauthorised disclosure, modification, destruction, inappropriate access or use. The postholder will be responsible for maintaining the clinical and/or corporate records that fall within the remit of this role to the standards in ABL's records management policies, and data quality processes and standards.

Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the postholder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Safeguarding is Everyone's' Business

ABL has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected. As a consequence, all ABL's employees, temporary staff and volunteers are required to adhere to ABL's safeguarding policies / procedures in addition to local and national safeguarding policies and to act upon any concerns in accordance with them.

Smoke Free

ABL is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give an overview of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Equality, Diversity & Human Rights

It is the responsibility of every person to act in ways to support equality and diversity and to respect human rights, working within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998. ABL is an equal opportunities employer and aims to challenge discrimination, promote equality and respect human rights.

Person Specification

Job Title: Tier 1 and 2 Weight Management Service Administrator

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and experience	<p>Demonstrable experience in an administration role</p> <p>GCSE/O Level in Maths and English or equivalent</p> <p>Experience of working in a team environment</p> <p>NVQ 2 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.</p>	<p>Experience in minute taking for meetings</p> <p>RSA Typing II or above</p> <p>Experience in a health care setting e.g. Community health provider, GP Practice, Hospital</p> <p>NVQ 3 level in a relevant subject</p>	<p>Application Form/ Interview/ Certificates/Assessment.</p>

Skills & Knowledge	<p>Experience with databases</p> <p>Excellent interpersonal skills</p> <p>Excellent communication skills including listening, verbal and written</p> <p>Excellent telephone manner</p> <p>Ability to work under high pressure and in a fast-paced environment</p> <p>Excellent organizational and time management skills</p> <p>Efficient problem-solving skills</p> <p>Ability to interact with colleagues and other stakeholders politely and courteously</p> <p>Excellent IT skills and proficiency in all areas of Microsoft Office and Outlook</p> <p>Experience with software packages</p>	<p>Experience of undertaking audits</p> <p>Understanding and evidence of adhering to information governance and data protection policies</p> <p>Experience with software packages in health care settings</p>	<p>Application Form/ Interview/ Certificates/Assessment.</p>
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	<p>Excellent customer care</p> <p>Flexibility and adaptability to changing workloads</p> <p>Monitor workload and ability to multi-task</p> <p>Evidence of accuracy and paying attention to detail in tasks</p> <p>Punctuality, reliability and honesty</p> <p>Ability to use own initiative and confident to do so in the workplace</p>		
Job Specific Requirements	Work flexibly and adapt to suit service need.		Application Form/ Interview

How to apply

Application Form

As a *Disability Confident Employer*, we are committed to ensuring that our recruitment process is inclusive and accessible. If you have a disability or learning difficulty which means you are unable to complete an application form, please contact us to complete a telephone assessment. If you feel your disability or learning difficulty prevents you from completing the application form, please contact us to discuss your personal circumstances.

We are happy to accept application forms electronically or written by hand. You can also request an application form in a larger font size.

Contact Details

If you have any questions about the role or would like to discuss the post further, please contact:

NAME: HR Team

CONTACT DETAILS: recruitment@ablhealth.co.uk

The closing date for this vacancy is 28th August 2023