

## Recruitment Pack

### About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

### Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

### Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

## **Job Description**

Post:	Bexley Health & Wellbeing Coach Team Administrator
Responsible to:	Bexley Health & Wellbeing Coach Team Lead
Salary:	£30,128 + 6% OLV
Hours:	35 hours across 5 days
Contract:	Fixed to February 2029
Probationary period:	5 months

## **Purpose of Job**

The Health & Wellbeing Coach Team Administrator is a central coordination role supporting the day-to-day running of a complex, multi-partner service.

The postholder will act as a first point of contact for the service, managing referrals, handling enquiries, coordinating workflow across multiple coaches and partner organisations, supporting communications and engagement activity, and maintaining high-quality data to support monitoring and reporting.

The role requires excellent organisational skills, strong multitasking ability and high-level IT competence, particularly in Excel and managing shared systems such as SharePoint and CRM databases.

You will also play a crucial role in ensuring the service runs smoothly, consistently and efficiently across the borough.

## **Aims of the project**

The Health & Wellbeing Coaching Service aims to:

- Support residents living with long-term conditions or Vital 5 risk factors to improve their wellbeing through personalised coaching.
- Strengthen Integrated Neighbourhood Teams (INTs) and community-based preventative support.
- Reduce health inequalities across Bexley's three neighbourhoods.
- Deliver proactive engagement, Vital 5 checks, follow-ups, and wellbeing interventions.
- Build trusted relationships between statutory and voluntary sector partners

## **Summary of main duties**

- Act as the primary point of contact for the Health & Wellbeing Coaching Service via phone and email
- Receive, triage and process referrals, ensuring residents are directed to the right support at the right time
- Be responsible for allocating referrals across multiple coaches and partner organisations.
- Maintain oversight of waiting lists, caseload distribution and referral flow
- Escalate safeguarding concerns or inappropriate referrals in line with policy

- Provide day-to-day administrative support to the Health & Wellbeing Coach Lead and wider team.
- Manage shared inboxes, calendars and meeting schedules
- Support induction and onboarding processes for new coaches
- Ensure consistent processes are followed across partner organisations
- Assist with organising meetings, engagement sessions and partnership events
- Maintain accurate and up-to-date records on the service CRM/database system
- Support the collection of monitoring data including demographics, outcomes and activity data
- Identify trends or issues within the data and flag these to the Team Lead
- Support service communications, including e-bulletins, newsletters and updates
- Assist with social media content and promotional materials in line with BVSC branding
- Work within confidentiality, GDPR and safeguarding frameworks at all times
- Adhere to BVSC policies including Equality & Diversity, Health & Safety and Safeguarding
- Undertake training as required to support effective service delivery
- Work collaboratively as part of the wider BVSC Health & Wellbeing team
- Be flexible in undertaking additional duties appropriate to the role

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services. The role will primarily be based at our offices in Engine House, Erith will some requirement to travel across Bexley.

### **Person Specification**

- Inclusive, respectful and collaborative
- Highly organised and able to work on own or as part of a team
- High integrity, accountability and professionalism
- Creative, solution-focused and adaptable
- Commitment to equity, diversity, belonging and safe practice

### **Essential Criteria**

- Strong administrative experience with excellent organisational and multitasking skills.
- Highly organised, with the ability to manage and prioritise multiple tasks at once while maintaining accuracy.
- High-level IT proficiency, including advanced Microsoft Excel skills (e.g., filtering, pivot tables, data validation) and experience using CRM/database systems.
- Experience working with confidential and sensitive information.
- Excellent communication skills, both written and verbal, with the ability to extract key information quickly and confidently.
- Demonstrable interpersonal skills and empathy when working with people from diverse backgrounds.
- Ability to prioritise effectively, manage conflicting demands and maintain accuracy under pressure.
- A confident problem-solver able to exercise good judgement and initiative.
- A positive, flexible, “can-do” attitude and willingness to support colleagues.
- Commitment to improving the lives of local residents and communities

### **Desirable Criteria**

- Knowledge of local voluntary & community sector in Bexley
- Experience within health, wellbeing, social prescribing or community-based services
- Experience supporting services delivered across multiple organisations.
- Previous triage experience.
- Work in a way that supports a trauma-informed approach, including communicating clearly, responding appropriately to need, and recognising the impact of individual circumstances

### **Additional Information**

Please submit your supporting statement addressing each of the specification points above, your CV and monitoring form by 5pm Sunday 03<sup>rd</sup> May 2026 to [humanresources@bvsc.co.uk](mailto:humanresources@bvsc.co.uk)

Please note, safer recruitment processes and appropriate pre-appointment checks will be

completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.