



Job Title: Occupational Health and Wellbeing Admin Support

Grade: 3

Salary: £23,293 to £23,950 per annum, pro-rata

Department: Human Resources

Hours/Contract: Part-time (20 hours per week), fixed term contract till 16 February 2026

Job Family: Management and Administration

Reference: 11424

Role Purpose

Under the direction of the Occupational Health Service Manager this role will be responsible for the preparation of Occupational Health clinics and associated follow up requirements and to support the administrative tasks required to implement the health and wellbeing annual plan

Under the guidance of the Occupational Health Service Manager, ensure high standards of service are maintained at all times.

Main Duties and Responsibilities

- Providing Reception cover for a minimum of 2 days per week (9am – 2.30pm) when clinics are running on site, meeting and greeting, ensuring that contact details are correct in patient records and notifying clinicians of their arrival.
- Ensure that the clinical case list remains organized, uploading new referrals for triage, booking appointments with the relevant clinician following triage and within department KPIs and ensuring that cases are actioned and closed appropriately following appointments.
- Working with the Occupational Health nurses, ensure that health surveillance recalls are actioned on time, including sending out pre-appointment questionnaires and booking screening appointments.
- Following appointments, ensure reports are securely protected and the correct consent received; sent out as directed, to the correct recipients, and within KPI timeframes.
- Monitor and maintain the generic email inboxes:
 - rearranging appointments as required
 - responding to e-mails, answering basic enquiries or escalating to appropriate team member as required
 - file received emails
- Maintain electronic and manual filing systems regularly, ensuring confidentiality at all times.





- Diary organisation and maintenance for clinicians, ensuring that appointments are appropriately spaced and located.
- Scanning and filing of post clinic correspondence
- Send out reminders for overdue questionnaires and reports
- Order consumables, merchandise and goods as required, and recording expenditure in the budget spreadsheet
- Provide administration support to the Occupational Health and Wellbeing team, dealing with telephone/email enquiries, typing reports, receiving correspondence.
- Support the Staff Health and Wellbeing function to deliver the annual plan of events and activities through assistance with room and refreshment booking, setting up stalls and providing an on the day presence, across the University, as required.

Internal and External Relationships

Internal

- Human Resources
- Post room, security, IT and portering teams
- Payroll Services
- Student Support Services
- Finance/Procurement Teams
- All University staff & students

External

- General Practitioners
- UHL Occupational Health service
- Suppliers

Planning and Organising

Work organisation and timing is mostly dictated by clinic and appointment times, however you will also be responsible for planning and organizing your own workload in terms of duties that are not linked to appointment times.





Qualifications, Knowledge and Experience

Qualifications:

- Academic or vocational qualifications to at least level 2 (NVQ2, 5 GCSE Grades A-C or other equivalent), and:

Essential:

- Previous work experience in a busy office environment*
- Experience of working effectively, as part of a multi-disciplinary team*
- Experience of working in a customer facing environment*
- Experience of delivering work in a timely manner, in accordance with agreed deadlines*
- Understanding of appropriate handling of confidential and sensitive information*
- Detailed working knowledge of the full MS Office suite, particularly Outlook, Word and Excel*

Desirable

- Working knowledge of HR / OH processes and procedures
- Basic knowledge of relevant data protection legislation, ie GDPR
- Experience of working in a health and wellbeing environment
- Knowledge and/or experience of using a bespoke database
- Experience of being able to work independently, and manage own time, whilst dealing with a variety of tasks and prioritising work requests.
- Experience of working in a demanding customer focused environment

Skills, Abilities and Competencies

Essential

- Customer-focused, with a professional approach
- Effective oral and written* communication skills across a wide audience
- Excellent interpersonal skills; able to deal sensitively with complex and sensitive situations
- Good attention to detail, ensuring that tasks are completed to a high standard of accuracy*
- Proactive and efficient, able to work with colleagues to ensure tasks are completed in good time and able to identify where processes could be improved.

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.





Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

