



JOB DESCRIPTION

Title: Occupational Health Coordinator and Technician

Reports to: Occupational Health Lead, Advisor & Secretary of the Royal Opera House Benevolent Fund

Main Purpose of the Job:

To support the Occupational Health Lead and Occupational Health Advisor to provide a comprehensive, proactive and impartial Occupational Health advisory service to employees and managers of the Royal Ballet and Opera.

Responsible for the Health surveillance program i.e. arranging appointments, carrying out the health surveillance and seeking guidance from the OH Lead or OHA if needed.

To provide professional, efficient, proactive and comprehensive wellbeing support and carrying out general office duties, including administration support for the team.

To support a culture of collaborative team working and cross-team working.

To contribute to a culture of continuous learning and continuous improvement.

Core activity

- Help support best practice OHU services to support the RBO's ambition to be a 'great place to work'.
- Provide effective administration support to the various specialists and third-party providers that are part of the OHU provision.
- Support the implementation of a Mental Health Program and support for staff and artists and organising delivery of mental health services.

Key responsibilities

- Receive, acknowledge, organise and reply to all internal and external correspondence in a professional and timely manner and redirect as necessary. Liaise with internal staff at all levels, resolving issues proactively.
- Organise meetings, events, diary appointments for the OH Lead, OH Advisor & therapists to enable their time to be used effectively and to the best advantage within the RBO.

- Allocate pre-employment questionnaires and management referrals received to the OH Lead and OH Advisor's diaries and subsequent administration of these bookings.
- Assist with health questionnaire clearances.
- Liaise with visiting therapists, osteopath, physiotherapist, massage therapist, acupuncturist, ad hoc nurse, etc.
- Liaise with Cority (OH software) Support for any issues with the system
- Maintain accurate records including the health surveillance records undertaken under the COSHH Regulations and Noise at Work Regulations that can be easily accessed for the HSE.
- Manage the recall programmes for routine health surveillance.
- Communicate and work collaboratively with the OH Lead, OH Advisor, HR professionals, Health and Safety Manager and liaise with external agencies as required to exchange information in support of a proactive and timely approach to case management and health and wellbeing initiatives.
- Communicate with Specialists and General Medical Practitioners when appropriate.
- Foster and maintain relationships with specialist individuals and organisations as directed by Occupational Health Lead and Advisor.
- Arrange yearly calibration of OH equipment to comply with health surveillance and maintain accurate calibration records.
- Order clinic supplies and office stationery as required within the agreed budget to ensure resources are available when required.
- Produce an update report on Cority software, on all cases, health surveillance, pre-employment health assessments, vaccinations, and therapists' activities as determined by the service delivery specification.

General

- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- Proactively demonstrate a commitment and contribution to the Royal Ballet and Opera's health, safety and wellbeing culture in all activities.
- Ensure confidentiality in line with organisational policy and data protection requirements at all times.
- Assist the Health and Safety Manager and Chief People Officer with other duties and project work as instructed.

PERSON SPECIFICATION

Essential skills and experience

- Strong computer and administrative skills.
- Ability to work autonomously and prioritise workload.
- Good standard of planning and organisational ability.
- Experience of scheduling meetings, events, preparing agendas and documentation, taking and drafting accurate minutes.
- Excellent interpersonal and communication skills with a high standard of verbal and written English.

Essential Personal Aptitudes

- Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.

- Ability to remain calm whilst working under pressure, dealing with members of the public or to meet deadlines whilst maintaining a flexible approach.
- Ability to work on your own initiative.

Continuous Improvement

- Ability to work to and support a culture of continuous improvement.
- Commitment to managing own learning and continuous development relevant to the role.

Desired Skills, Knowledge and Experience

- Previous experience of working as an Occupational Health Technician
- Desirable to have had mental health first aid training.
- An interest in and enthusiasm for the Arts.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

