

Social Prescription Advisor - Momentwm

**Grade 03 SCP 14 – 17 (£23,151 per annum)
plus benefits
37 hours – Full time**

(fixed term 31st March 2025 pending extension of funding)

Newport Live's Momentwm Programme are looking to recruit a Social Prescription Advisor who will be instrumental at inspiring and connecting participants to participatory walking and cycling opportunities across the city as part of Momentwm's Behaviour Change initiative.

Newport Live is working in partnership with Transport for Wales, Burns Delivery Unit and Newport City Council to implement a city-wide behaviour change initiative that will make it easier and more attractive for people to walk and cycle within the city.

The post holder will be responsible for managing enquiries and the booking process for participants in relation to the walking and/or cycling opportunities that are on offer, as well as providing support in the capture of data, evidence, and progression of participants. You will need to engage with various stakeholders across the city of Newport in order to promote the various programmes that Momentwm have to offer.

As the Momentwm Social Prescription Advisor you will support the Programme Manager and Engagement Officer in the delivery of programme initiatives, in addition to connecting participants to organised walking groups, Learn to Ride and Learn to Maintain, cycle training opportunities. You will need to lead by example, be able to adapt to ever changing situations and have the ability to regularly review and adapt the provision that we offer.

The successful candidate will be an advocate for active travel and behaviour change initiatives with a passion for working with participants to develop skills, confidence and develop healthy lifestyle choices. You need to be proactive in your approach, self-motivated and be able to effectively use your initiative. Further information on the post can be found at [Momentwm \(newportlive.co.uk\)](https://www.newportlive.co.uk/momentwm)

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Steven Williams, Project Manager, Momentwm, or email steven.williams@newportlive.co.uk

Application Process

You can download an application form and job description via the Newport LIVE website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

Closing date for applications: Sunday 5th January 2025

Interviews will take place: Week Commencing 13th January 2025

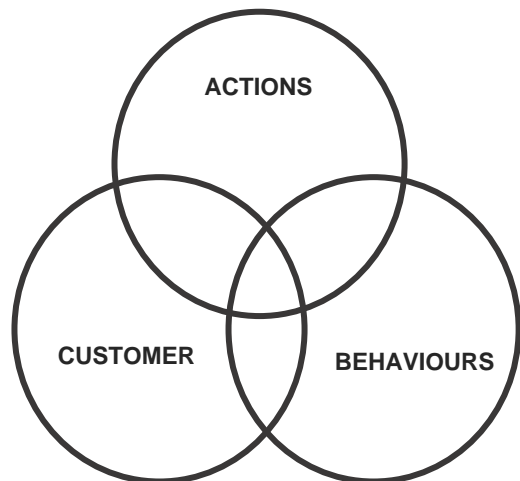
JOB DESCRIPTION

POST:	SOCIAL PRESCRIPTION ADVISOR (Momentwm)
JOB PURPOSE:	You will have responsibility for proactively reaching out to current and prospective participants of the Momentwm behaviour change initiative. You will be instrumental in engaging with and connecting participants to training and participatory walking and cycling opportunities across the city.
RESPONSIBLE TO:	Momentwm Project Manager
SALARY:	Grade 3 – SCP 14 – 17
KEY RELATIONSHIPS:	Newport Live customer service and marketing teams, Newport City Council, Transport for Wales, partners, stakeholders, participants and local residents.
BASE LOCATION:	Geraint Thomas National Velodrome of Wales and all other Newport Live venues.
MANAGEMENT RESPONSIBILITY:	None

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier.

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will be subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To be a positive first point of contact for all referrals engaging with the Momentwm (Active Travel) initiative, through the various forms of communication incoming or outgoing, including digital platforms, in person and via the telephone and at all times in line with the Vision, Mission and Values of Newport Live.
- 2** To receive programme referrals, whereby signposting participants to resources and services which promote behaviour change.
- 3** To manage enquiries and booking process for participants in the walking and/ or cycling opportunities within the initiative, providing timely and accurate information to support participant attendance.
- 4** Proactively make outbound communications to current and prospective customers for engagement and feedback purposes. This will include the promotion of services through social media and web platforms.
- 5** To support participants to access relevant organised walking groups, Learn to Ride and Learn to Maintain, cycle training opportunities suitable to their needs or enquiry, while understanding local facilities, programme outcomes and participant motivations.
- 6** Proactively engage with prospective participants highlighting the physical, environmental, and emotional well-being benefits of Active Travel behaviours such as walking, and cycling, including routes to participation.
- 7** To work with local Walk and Ride Leader Champions to support the delivery of community-based walking and cycling initiatives, signposting participants and promoting the services.
- 8** Operationally support the capture of data, evidence, and progressions of participants for the reporting of behaviour change alongside Transport for Wales, supporting the outcomes, of aims and objectives of the Burns Delivery Unit.
- 9** Support businesses and community groups to receive referrals, forging strong links, utilising their networks, and building on existing provision to implement more sustainable or active options.
- 10** To assist and support the promotion of the Momentwm (Active Travel) initiative, on site or off site at outreach and events, supporting all marketing and promotional displays as required.
- 11** To support and lead when required the delivery and implementation of organised walks across designated routes across the city, linked to business and community settings.
- 12** To be an ambassador for active travel, walking and cycling, promoting the positive impact it can have on physical, environmental, and mental well-being of participants.
- 13** To undertake training, as/when required, as part of the Momentwm (Active Travel) Initiative to ensure continual programme development.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

SOCIAL PRESCRIPTION ADVISOR (MOMENTWM) – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.1 Possess 5 GCSE or equivalent (Grades A – G) (A,C)</p>	<p>1.2 Walk Leader Trained (ability to achieve within 2 months) (A,C).</p> <p>1.3 Qualifications relating to Customer Services and Administration (A,C)</p> <p>1.4 Qualifications relating to Information Technology (A,C)</p>
Knowledge, Skills & Competencies	<p>2.1 Excellent Literacy and Numeracy Skills (A,I).</p> <p>2.2 Ability to use Information Technology packages (A, I).</p> <p>2.3 Proficient in the use of social media platforms (A,I)</p> <p>2.4 Be able to achieve set targets and deadlines. (A, I)</p> <p>2.5 Be able to manage the progress of your own work and competing demands and multitask effectively. (A, I)</p>	<p>2.6 Demonstrate the ability to communicate with and control engagements with people in a range of communication methods. (I)</p> <p>2.7 Be confident and assertive when occasion demands yet fully committed to the principles of excellent customer care. (A, I).</p> <p>2.8 Ability to communicate effectively using the Welsh Language (I)</p>
Experience	<p>3.1 Experience within a Customer Service role. (A, I)</p> <p>3.2 Experience of working in a busy customer facing role. (A, I)</p>	<p>3.3 Experience of using Information Technology and Point of Sale Systems. (A,I)</p> <p>3.4 Sales experience (A, I)</p>
Personal Attributes	<p>4.1 To be collaborative and able to lead and manage a team (A,I)</p> <p>4.2 Commitment to deliver excellent standards of customer care. (A, I)</p> <p>4.3 Possess a polite, pleasant telephone manner, transferable into various communication methods. (I)</p> <p>4.4 Be able to work well both as an individual and as part of a team (A/I)</p> <p>4.5 Excellent negotiation and communication skills. Intrinsicly motivated and driven to achieve excellence. (A, I)</p> <p>4.6 Able to balance a wide and varied workload and prioritise effectively. (A, I)</p>	<p>4.8 Good understanding of the benefits of Active Travel for everyday journeys, leisure and adventure (I)</p> <p>4.9 Proponent of Active Travel (A,I)</p>

	4.7 Possess the ability to work regular, evenings, weekends, and bank holidays. (A, I)	
Other	5.1 Flexible attitude to work including the ability to work at short notice if required. (A, I) 5.2 Be able to work varying shift patterns to include early mornings, evenings, and weekends (I) 5.3 Ability to travel within Newport. (A)	5.4 Willing to work additional hours when required. (I) 5.5 Understanding of operating in a charitable and not for profit environment. (I) 5.6 Full UK Driving Licence. (A)

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre