



1. Job Title	Welfare Administrator	2. Job Description Date	July 2025
3. Department/Team	Health & Wellbeing/ Welfare	4. Reports to	Head of In-Pensioner Welfare
5. Context			
<p>The Royal Hospital Chelsea (RHC) is a historic institution providing supported accommodation (Long Wards) and residential and nursing beds (within the Margaret Thatcher Infirmary) for some 300 retired soldiers, known as Chelsea Pensioners (In-Pensioners).</p> <p>The In-Pensioners are retired British Army veterans who live at the RHC in London. They come from various backgrounds and from across the United Kingdom, and their home here is an historic institution dedicated to providing care and support to those who have served our nation.</p> <p>The In-Pensioners are men and women who have served our nation with honour, and in their retirement, they have chosen to become part of a unique and historic community that offers not just a place to live, but a true home filled with camaraderie, dignity, and continued service.</p> <p>All roles within the Royal Hospital Chelsea (RHC) have an integral part to play in contributing to the achievement of the Hospital's Mission and Vision:</p> <ul style="list-style-type: none"> • To provide community, comradeship, care and recognition for Chelsea Pensioners and the wider Veteran community. Acknowledged as a leader in Veteran welfare, we share our unique heritage and knowledge with others. • To improve life for all Veterans and older people. To strive for excellence in all that we do. 			
6. Role Purpose:			
<p>Working directly to the Head of In-Pensioner Welfare, the Welfare Administrator will support the department in providing general administrative support for the In-Pensioners.</p> <p>They will be 'front of house' for the Health & Wellbeing department and respond to queries and questions from In-Pensioners, their friends & families and other stakeholders on a daily basis.</p> <p>The individual will support the Welfare team and other colleagues in the department in offering general administrative and practical support to the In-Pensioners and other team members all of which contributes to the work of the department.</p> <p>The role will involve regular contact with In-Pensioners (via a daily office opening times and on phone and e-mail). There will also be contact with colleagues from other teams, friends/ family of In-Pensioners, and representatives from other organisations.</p> <p>The individual will be required to have a solution focused approach and an understanding and empathy with an older person population all of whom are Army veterans, whilst being able to work in a flexible, responsive manner. The individual must be able to act professionally at all times, adhering to professional boundaries.</p>			



7. Principal Accountabilities:

- Front of house for the department; responding to queries and requests from In-Pensioners, their friends & family and other stakeholders. Liaising with other colleagues as required.
- Supporting In-Pensioners with a range of administrative or practical tasks including but not limited to completing forms, navigating websites, making/ booking appointments, making travel arrangements, trouble shooting mobile phone issues.
- Coordinating the requests for transport to local hospitals or clinics; logging these onto a shared spreadsheet that informs the driver of his/her daily journeys, making taxi bookings for other journeys when necessary.
- Supporting In-Pensioners with arranging a peer escort to accompany them to outside hospital appointments when required
- Managing the issuing of mobile pendants worn by some In-Pensioners; programming these with individual information and keeping a central record of pendants issued.
- Recording In-Pensioner attendance at external events (representation) on a central register and on their individual care records.
- Supporting the Welfare team in their arrangement of In-Pensioner activities, training or workshops which are held onsite at the RHC (e.g. making posters, booking tea & coffee)
- Ensure that In-Pensioner records/ case notes/ files are kept up to date so that any support offered is documented and information is stored appropriately.
- Administrative support for other colleagues in the department as required.

8. Leadership expectations

The role holder is expected to lead by example in demonstrating the Royal Hospital Values:

- Nurture Belonging – unite through comradeship.
- Respect Individuals – listen and act.
- Encourage Pride – commit to high standards.
- Enjoy Life – make people smile.

9. Skills Knowledge and Experience



Essential Skills

- Effective communication skills both oral and written; a customer service approach that is friendly and professional.
- Patience and empathy; particularly when supporting our In-Pensioners
- Organisation and efficiency; an ability to manage multiple tasks and competing demands on your time
- Team working; an ability to work as part of a team and adopt a flexible approach to meet the needs of the department.
- Ability to maintain professional boundaries with In-Pensioners & their friends & families
- Written and IT skills; a good knowledge and accuracy in English Grammar, Maths and Microsoft Office programmes.
- An ability to respect and maintain the General Data Protection Regulations (GDPR), in particular with In-Pensioner personal information.

Essential Knowledge and Experience

- An awareness of the issues facing older people today.
- An understanding of safeguarding and what to do in the event of a concern.
- An understanding of diversity and a commitment to equality of opportunity.
- Previous experience of working as part of a multi-disciplinary team, and a willingness to undertake tasks as part of the overall objective of the team.

Desirable Knowledge and Experience

- An understanding of the military and its ethos – this role may suit someone who has served in the military or is part of the armed forces community.
- Previous experience of working for accommodation or support services for older people or adults with support needs.

Competences

- Demonstrable social skills, including positive non-verbal communication.
- Good written and IT skills, with a good knowledge and accuracy in English Grammar and Maths.
- A positive and supportive approach to 'customer' service
- Effective teamwork skills

Qualifications:



GCSE grade A-C (or equivalent) in English and Maths are desirable

10. **Agreement:** I have reviewed this Job Description and confirm it accurately reflects the role.

Line Manager..... Date

Employee..... Date

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.