

# Hospice

# Administration Assistant 37.5 Hours

Post holder: Vacant from

Area of Work: Hospice/Business Centre Administration

Responsible to: Administration Manager

**Katharine House Hospice Mission -** To provide the best care so that local   
people affected by progressive illnesses can live their lives to the full

**Department Objective**

It is essential to the delivery of this mission that the administrative functions of the organisation: provide efficient and effective administrative support to all departments; ensure the smooth day-to-day operations of the three main hospice buildings; ensure there is adequate cover during normal working hours of administrative staff who can carry out the tasks required of them.

**Role within the Department**

Deliver a reception service including being the ‘first point of call’ for all telephone queries and visitors and provide exceptional administrative support for Katharine House Hospice, to ensure they are as effective as possible. Direct the activities of volunteers and provide ad hoc admin support for other Business Centre & Hospice.

**Function and Responsibilities**

**Specific Objectives**

*This list is not intended to be exhaustive but is a guide to the duties to be undertaken.*

1. Delivera reception service including both the telephone and by being a ‘first port of call’ to visitors at the Hospice & Business Centre
2. Provide extensive administrative support for both Hospice & Business Centre
3. Direct the activities of volunteers
4. To prepare and support meetings to be held at the Business Centre and Hospice, ensuring rooms are booked and prepared
5. To manage the Ordering and Invoice System.

**Key Tasks and Responsibilities**

1. **Deliver a reception service including both the telephone and by being a ‘first port of call’ to visitors at both Hospice and Business Centre.**

* Deal with all incoming calls, including taking donations and registrations
* Where possible offer a first line of response and respond to enquiries, where fulfilment is not possible relay clear messages to the recipient

### Purchase Ordering System

To manage the Purchase Ordering System (except retail), including staff uniforms and in liaison with care pharmacy supplies, including:

* 1. Completing the order form from Purchase Order Requisition Forms
  2. Ensuring that the appropriate departments complete Purchase Order Requisition Forms
  3. Sending orders to companies and keep records of all orders made
  4. Logging invoices as they are received in the post room
  5. Cross referencing invoices with orders
  6. Passing to appropriate Manager for authorisation

1. **To administer all postal services both incoming to and outgoing from the Hospice by:**
   1. Checking incoming mail and supervise entry in the Incoming Mail Book
   2. Distribute the incoming post.
   3. Check outgoing mail
   4. Maintain the Franking machine.
   5. Managing the post between the Hospice and the Business Centre
2. **Co-ordinate the administration of key fundraising activities:**

* Produce an eye catching range of posters and tickets, good luck and thank you cards, and collection envelopes
* Undertake Word processing, this could be preparing, producing or printing mail merges of up to 2,000 records and preparing bespoke letters including our Circle of Friends correspondence
* Oversee the administration of counter collection boxes including liaison with collecting box sites and collecting box volunteers
* Provide administration support where required
* Take minutes, prepare and distribute papers at Committee meetings
* Other administration including scanning, filing, photocopying, laminating, and maintaining the office equipment including printers and order stationary for key fundraising campaigns
* Manage enquiries through Donorflex.

1. **Direct the activities of volunteers in relation to specific tasks, to minimise the time input of paid staff and maximise the personal satisfaction of the volunteers.**

* Organise  envelope insertion sessions for fundraising activities, including weekly lottery mailings
* Oversee the switchboard volunteers
* Arrange the delivery or collection of items to local retail outlets for display
* Arrange Ambassadors for cheque presentations and talks

1. **Other Tasks and Responsibilities**

* Ensure that all opportunities to raise the profile of Katharine House are maximised and handled in accordance with departmental procedures
* Maintain accurate records of activities to ensure a high level of customer care is adhered to
* Develop and maintain good relations with staff and volunteers working in other Hospice departments
* Maintain high levels of professionalism in all undertakings
* Identify personal development needs, and means by which these may be achieved.
* Work with other members of the fundraising team in a mutually supportive manner.

**Key Competencies and Skills Requirements**

**Qualifications**

It is essential that the post holder is educated to a good standard, RSA Word Processing II or equivalent, IT qualifications and minute taking skills would be a distinct advantage. The post holder should be committed to their own continuing personal development.

**Attributes**

It is essential that the post holder demonstrate exemplary organisational skills, the ability to use their own initiative, and a flexible, enthusiastic and ‘can-do’ attitude. Successfully undertaking multiple projects and liaising with a number of individuals would be an invaluable asset. A high level of computer literacy, including familiarity with word processing packages, databases, spread sheets and Outlook is essential.

**Other**

**Hours of Work**

The post holder will normally work regular office hours; however occasional flexibility will be required to meet the needs of the department, for example, attending evening meetings.

**Driving Licence**

The post holder must hold a current UK driving licence and have access to a roadworthy vehicle to use on Hospice business necessitating travelling beyond the Hospice in Weston Road, Stafford.

**Smoking**

The hospice has a no smoking policy. All hospice premises are considered No Smoking Zones.

**Job Revision**

This job description outlines Katharine House Hospice’s intentions for this post at the time of writing. As the organisation changes specific objectives, responsibilities, functions, and tasks within the role may be added, removed, narrowed or widened. These may happen as part of the performance review process, or as part of wider organisational changes. Katharine House will discuss all such amendments with the post-holder, and will seek to incorporate the views of the post-holder in any amended Job Description. Should the post holder be dis-satisfied with any amended job description, then formal action can be taken through the grievance procedures.

**Infection Prevention and Control**

In accordance with the Health and Social Care Act 2012, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal.

**Health and Safety**

All employees have a responsibility to abide by the safety practices and codes authorised by Katharine House Hospice. They have an equal responsibility with management for maintaining safe working practices.

**Confidentiality**

Patient and/or staff information is confidential. It is a condition of Katharine House Hospice employment that you will not use or disclose any confidential information obtained in the course of your duty

**Accuracy of Data**

The accuracy of Service User information is paramount regardless of its format (hard copy or electronic). All staff collecting and processing sensitive client information should be suitably trained to do so. All such data should be monitored for accuracy and reconciled between the user record and data held on systems that support the provision of care, any errors or omissions should be identified and corrected. Such activity should be undertaken under the guidance of the Director of Care.

**Person Specification: Hospice Administration Assistant**

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| **Requirements** | |
| **Education and Qualifications** | |
| **Essential** | **Desirable** |
| * High level of general education including English Language and Mathematics | * IT qualification/s demonstrating literacy and application skills * RSA Word processing ll or equivalent |
| **Experience** | |
| **Essential** | **Desirable** |
| * Building effective working relationships * Exceptional customer service * Word Processing | * Working in the voluntary sector * Working with volunteers * Minute taking |
| **Skills, Knowledge and Special Aptitudes** | |
| **Essential** | **Desirable** |
| * Ability to manage multiple projects and deadlines * Exceptional organisational and planning skills * Excellent communication skills both written and verbal * Excellent interpersonal skills * Ability to work with minimum supervision * High level of computer literacy, including familiarity with word processing and mail merge, packages, databases, spreadsheets, Outlook and the internet * Team player * The ability to use your own initiative | * A knowledge and understanding of fundraising and / or marketing principles * Use of Donorflex Database |
| **Personal Qualities** | |
| **Essential** | **Desirable** |
| * Very flexible * Enthusiastic * Motivated * A ‘can do’ attitude * A problem-solver who enjoys thinking on their feet * A good sense of humour would be an invaluable asset |  |