

**JOB DESCRIPTION:
RESPONSIBLE TO:
BASED AT:**

**ADMINISTRATIVE ASSISTANT
HEAD OF FACILITIES AND ESTATES
ST ELIZABETH HOSPICE**



JOB SUMMARY

Assisting with day-to-day administrative needs for the facilities department.

KEY RESPONSIBILITIES

- To provide administrative support with the facilities helpdesk, ensuring all open tasks are assigned, tasks are updated, and to chase technicians or subcontractors when required.
- Liaise with contractors or team technicians for any missing or out of date paperwork.
- Responsible for ensuring all sub-contractors have an up to date risk assessments, method statements, insurances and signed H&S inductions in place.
- Administration of the driver declaration process, ensure compliance.
- Responsible for running and collating all monthly reports – e.g. Incidents, Maintenance, energy usage & lone worker.
- Create agendas and take minutes for all department meetings, including IPC and H&S.
- Providing monthly utility reads to suppliers, for all hospice sites
- Diary management and booking appointments for Head of Estates and the Maintenance and Compliance Manager
- Provide administrative support to facilities leads as required.
- General administration duties such as but not limited to, scanning, filing and shredding.
- To prioritise own workload according to deadlines and demands of the department, assisting others when required.
- There may be a possible requirement to assist with other areas of the facilities departments, as needed
- To provide cover for the logistics coordinator as needed.

GENERAL

- To work within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.
- Because of the special nature of the Hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care.

This is an outline Job Description and may be subject to change, According to the needs of the service, in consultation with the post holder.

**Administrative Assistant
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • NVQ Level 2 in Administration and /or relevant office administration experience • Able to demonstrate excellent standard of literacy and numeracy 	<p>Desirable</p> <p>Essential</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Experience of working in a busy administrative role • Producing reports and spreadsheets • Experience of managing own workload 	<p>Desirable</p> <p>Desirable</p> <p>Essential</p>
<p>Specific Skills</p> <ul style="list-style-type: none"> • MS Office to include Word, Excel, PowerPoint and Outlook 	<p>Essential</p>
<p>Communication Skills</p> <ul style="list-style-type: none"> • Excellent verbal and written skills • Good telephone manner 	<p>Essential</p> <p>Essential</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Able to use own initiative and work without close supervision • A problem Solver • Excellent attention to detail • Highly motivated • Excellent organisation skills • Able to work as part of team • Able to deliver to deadlines • A flexible approach with an ability to multi task 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>



St Elizabeth Hospice Values

Be a team

- Work together and listen to each other's opinions, experiences and knowledge
- Be a good communicator
- Be successful - achieve results
- Be supportive
- Be approachable
- Be fun
- Be safe

Be an ambassador

- Be a proud ambassador for everything we stand for
- Be proud to work for the hospice and for making a difference
- Be an educator
- Be passionate
- Be professional
- Be positive

Be part of the future

- Positively engage with change
- Be reflective and open to learn from experiences
- Show excellence in your work
- Be innovative
- Be creative
- Be bold

Be caring

- Be committed to providing the best possible care for our patients and their families
- Appreciate and value our supporters
- Be polite and helpful
- Be happy and smile
- Be considerate
- Be respectful
- Be sensitive

Be a good communicator

- Be thoughtful in your communication
- Take responsibility for accessing the information available to you
- Be open, honest and forthcoming
- Be approachable and responsive
- Be transparent
- Be consistent