

# st michael's hospice

## JOB DESCRIPTION

**Job title:** Business Support Administrator

**Job Location:** St Michael's Hospice, Hastings and Rother

**Responsible to:** Business Support Manager

### MAIN PURPOSE OF THE ROLE

To provide a wide range of administrative and day-to-day functional support to the Leadership Team, demonstrating a proactive approach to support their needs under the guidance and instruction of the Business Support Team.

### PRINCIPAL RESPONSIBILITIES

#### 1. Administrative support

- 1.1. Accurately input, update and retrieve data in a timely manner, using a variety of systems (electronic and paper based) including patient records.
- 1.2. Respond professionally to enquiries from patients, families, other colleagues, and members of the public and take appropriate action as directed.
- 1.3. Produce and maintain electronic rotas and support administration of timesheets for the appropriate service area.
- 1.4. Assist in the compilation and reporting of weekly, monthly and quarterly statistics, gathering relevant information as required.
- 1.5. Liaise, as required, with other colleagues, managers and external contractors to support relevant service area.
- 1.6. Proactively manage own workload to prioritise the business need.
- 1.7. Develop and maintain filing systems and mechanisms to ensure easy access to information.
- 1.8. Maintain the security and secure processes (including ensuring the relevant Standard Operating Procedure is in date and relevant) for the ordering, storage, logging and allocation of FP10 prescriptions, ensuring that a robust audit trail is in place.
- 1.9. Maintain the security of keys to various rooms, filing cabinets and safes within the building as required.
- 1.10. Responsible for the procurement and authorisation of stationery, from requisition to delivery and stock control.
- 1.11. Manage meeting room bookings.
- 1.12. Support the Leadership Team in organising events in the Hospice.
- 1.13. Deal with external wholesalers around purchasing which includes the NHS Supply Chain.
- 1.14. Manage the employee recognition "Simply Thanks" administration.

- 1.15. Reconcile credit card statements and receipts.
- 1.16. Manage the timely update of operational information to maintain efficiency of process e.g. On-call information, Offsite/Full meeting overview, Clinical Supervision.
- 1.17. Maintain distribution lists to reflect updates in a timely manner.
- 1.18. Utilise MS Office skills to assist with document formatting and upload, including policies.
- 1.19. Oversee the policy calendar to ensure timely review of policy documents.
- 1.20. When producing minutes, employ approved AI tools when deemed suitable and agreed upon, ensuring the setup of the tool and generation and review of minutes post-meeting.
- 1.21. Manage post room activities on a rota basis to ensure efficient handling of incoming and outgoing mail and the overall management of the rota.
- 1.22. Support the Business Support function by covering absence and reprioritising workload to respond to business need as necessary.

## **2. ADDITIONAL RESPONSIBILITIES**

- 2.1. Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 2.2. Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 2.3. Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 2.4. Carry out any other duties, within an appropriate level of responsibilities as required.
- 2.5. Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 2.6. Ensure confidentiality at all times within the Hospice.
- 2.7. Support and participate in the fundraising activities of the Hospice wherever possible.
- 2.8. Be an ambassador for the Hospice.
- 2.9. Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 2.10. Promote, at all levels, the Company's vision, values and strategic objectives.
- 2.11. Hold DBS and Occupational Health clearances appropriate to the role.  
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

<b>Post Title:</b>	Business Support Administrator	
<b>Department:</b>	Business Support	
	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Education/ Qualifications	<ul style="list-style-type: none"> <li>• Good level of secondary education with demonstrable numeracy and literacy skills to level 3 equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ in Business Administration or similar.</li> </ul>
Work background and experience	<ul style="list-style-type: none"> <li>• Relevant experience of working in a busy administrative department</li> <li>• Experience of using databases for input and analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working for a charity.</li> <li>• Experience of dealing with people from a variety of backgrounds.</li> </ul>
Skills/Ability/ Knowledge	<ul style="list-style-type: none"> <li>• Accurate typing and data entry skills.</li> <li>• Attention to detail.</li> <li>• Familiar and competent using Microsoft Office with strong Word and Excel skills (Intermediate- Advanced) and intermediate PowerPoint skills.</li> <li>• Excellent organisational skills and be able to work under pressure and meet deadlines.</li> <li>• Excellent communication skills including telephone, face to face and written.</li> <li>• Ability to be flexible and respond to change in a positive manner.</li> <li>• Approachable and tactful.</li> <li>• Ability to work well within a team and on own initiative.</li> <li>• Logical approach to tasks and problem solving.</li> </ul>	
Personal Qualities and other requirements	<ul style="list-style-type: none"> <li>• A proactive, effective, collaborative and empowering team player.</li> <li>• High degree of integrity and discretion</li> <li>• Emotionally resilient and intelligent</li> <li>• Diplomatic and persuasive</li> <li>• Empathetic and sensitive to others.</li> <li>• Able to work for long periods using keyboard/monitor without discomfort.</li> <li>• Able to work in an environment where patients and relatives may be upset or distressed.</li> </ul>	