

## HOSPICE CHARITY PARTNERSHIP

### JOB DESCRIPTION

<b>Job Title:</b>	<b>Lead Clinical Education Administrator</b>
<b>Department:</b>	Education
<b>Hospice Band:</b>	G
<b>Hours:</b>	30
<b>Reports to:</b>	Head of Education and Research
<b>Responsible for:</b>	Administration, coordination and support of Clinical Education Programmes. Clinical Education Administration Assistant

#### Job Purpose

To provide expert administrative, marketing and project support to the Clinical Education department and Head of Education and Research, to include coordination and promotion of training delivered both on and off the Hospice site.

The post holder will develop and implement the processes and procedures required for effective and efficient administration of the internal and external clinical education programmes including their management, monitoring, reviewing and amending as necessary.

To provide, programme and project support to the Head of Education and Research. To ensure that the marketing, coordination and promotion of clinical education events are supported and administered.

The Post Holder will act a key contact and will liaise with both internal and external stakeholders. You will be responsible for communicating both verbally / written sensitive training, project and organisation information to key stakeholders.

#### Main Duties and Responsibilities

##### Key Tasks:

- To be key point of contact for Education and Research Programmes and to manage external partner relationships.
- To support and lead existing projects and new initiatives, providing administration and coordination using project management tools to ensure projects are implemented on time, producing reports and updates when necessary.
- To provide full administration management support for the Hospice's education programme.
- To deliver training and event management, supporting educational activity both on and off site, to include arranging venues and equipment and ensuring relevant literature is available to candidates and guest speakers.
- To plan, organise complex activities, programmes requiring formulation, adjustment
- To convene educational workshops, including selection of venue, provision of learning materials and coordinating multi-disciplinary meetings.
- To support the Head of Education and Research in identifying opportunities for new education activities.
- To represent the Head of Education and Research, internally and externally, to host, meet and greet as required.

- To work collaboratively with marketing and communications team to support the internal and external promotion and marketing of Birmingham Hospice educational programmes and other educational activities through mail-shots, Birmingham Hospice's own website and email bulletins.
- Provide administrative support and coordination for the European Certificate in Essential Palliative Care Course.
- To co-ordinate the programme for medical students for their Palliative & End of Life care modules, liaising with all clinical teams at the hospices and with the Medical School. Provide administration support including joining instructions to students. To manage meeting and greeting of students when Medical Students come to the hospice for training days as required.
- To manage room bookings and coordinate refreshments and catering as and when required.
- To support Committee meetings, working with the Head of Education and Research to plan the agenda and review the minutes, ensuring all meetings are booked in advance and papers circulated in a timely fashion.
- Ensure full diary support for Head of Education and Research and to deputise non clinical meetings in the absence of Head of Education and Research as appropriate and as required.
- To maintain and coordinate accurate training records of staff and external attendees, using Birmingham Hospice internal IT system up-to-date.
- Responsibility for co-ordinating and providing administration management of the mandatory training programme and individual sessions for staff.
- Ongoing development and maintenance of a system for management and monitoring of placement activity hospice-wide.
- Ensure allocation of placements is fully utilised and provide mediums of monitoring placements internal and external.
- To provide line management, supervision and coaching to clinical education administration support staff including education administration assistant.

#### **Key Tasks – General Administrative Support**

- To ensure the internal meeting rooms are optimised and booking system is kept up-to-date
- Coordinate and arrange education-based service redesign meetings as directed by the Head of Education and Research
- To provide administration to any new initiatives
- Responsible for maintaining Clinical Education operation systems. Managing, maintaining and developing paper based and/or computer filing systems
- Undertaking audits as and when required

#### **Managerial and Leadership**

- Day to day supervision; providing training in own discipline/ day-to-day management including allocation of work to staff; training new members of staff on the training database and filing system.
- To be responsible for objective setting, carrying out appraisals and 1:1's
- To manage and lead recruitment of clinical education administration support staff

#### **Governance**

- Ensure that incidents are reported using Vantage
- Ensure that Standard Operating Procedure is kept up to date with any new procedures processes
- Provide and manage the administration support for the clinical governance training programme across the organisation.

#### **Financial**

- Be aware of educational budget meetings and attend to support Head of Education and Research as required.
- To monitor and maintain service level agreements.

- Raising purchase orders and ensuring invoices are checked before passing for approval, utilising financial processing systems as required.

**Communication**

Ensure timely processing and despatch of all internal and external correspondence and communications relating to education  
Liaison with external stakeholders

**Confidentiality**

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the Data Protection Act 1998 when, in the course of their employment, they deal with information records relating to individuals

**Equality and Diversity**

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

**Health and Safety**

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

**Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

**Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and that they understand how this affects them in their role.

**Professional Development**

- All employees must participate in an annual appraisal and develop personal development plan with line manager

**Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**

## BIRMINGHAM ST MARY'S HOSPICE

### PERSON SPECIFICATION

<b>Job Title:</b>	Clinical Education Administrator
<b>Department:</b>	Clinical Education
<b>Hospice Band:</b>	

Requirements	Essential	Desirable	How identified
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Advanced level of computer literacy including the use of Microsoft 365 (or equivalent) and other web-based apps</li> </ul>	<ul style="list-style-type: none"> <li>• Degree Level or equivalent</li> <li>• Database /spreadsheet qualification</li> <li>• Project Management Tool qualification</li> </ul>	Application Form
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Advanced office management experience</li> <li>• Experience of Minute taking and transcribing</li> <li>• Advanced Experience in establishing and maintaining office systems</li> <li>• Expert experience of administrative management duties including designing new processes and writing policies/ standard operational procedures</li> <li>• Advanced experience of project and/or event management</li> <li>• Experience of Line management duties</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience or working in a health care setting</li> <li>• Knowledge of marketing and communication activity</li> <li>• Previous Learning &amp; Development / training / education administration experience</li> <li>• Expert Knowledge of Learning &amp; Development / Education administration management processes</li> </ul>	Application Form and Interview
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Customer service experience</li> </ul>	Application Form and Interview

	<ul style="list-style-type: none"> <li>• Ability to use initiative</li> <li>• Flexibility as a team member</li> <li>• Creative and innovative approach</li> <li>• Advanced organisational skills</li> <li>• Excellent interpersonal skills</li> <li>• Advanced experience of delivering excellent customer service skills and building relationships with internal and external partners</li> <li>• Previous line management /supervision experience</li> <li>• Advanced experience of working to and meeting deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Client facing experience, meeting and greeting, hosting events.</li> </ul>	
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**Application form**

**I=Interview**

**T=Test**

**C=Certificate**