

JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	Clinical Education Administrative Assistant
Department:	Education and Research
Hospice Band:	H
Reports to:	Clinical Education Administrator
Responsible for:	N/A
DBS Required	Basic

Job Purpose

The post-holder will provide clerical and administrative support to the Clinical Education Administration Lead, and assist in the coordination, promotion and facilitation of training delivered both on and off site.

Duties will also include providing day-to-day administrative support to the wider Education and Research teams, ensuring that activities, both internally and externally, are effectively supported and delivered.

The post-holder will act a key contact and will communicate with colleagues across all teams within the organisation, and with external stakeholders to advise, inform and support education and research activity.

Main Duties and Responsibilities

- To be a key point of contact for Education and Research activities across both hospice sites and for external partners.
- To support ongoing projects and assist development of new initiatives.
- To provide administrative support for education delivered both on and off hospice site, to include arranging venues and equipment and ensuring relevant literature is available to learners and educators.
- To represent the Education and Research teams internally and externally, with travel to venues/locations outside the organisation when required.
- For in person training events the post-holder will serve as point-of-contact on the day of the event, will host, meet and greet and provide support to both learners and educators. For online training the post-holder will support learners and educators with IT, and facilitate the sessions.
- To work collaboratively with the marketing and communications teams to support the internal and external promotion and marketing of the Hospices' education and research programmes and other related activities through mail-shots, the organisation's website, and email bulletins.

- To provide administrative assistance for the European Certificate in Essential Palliative Care Course.
- To assist the delivery of education programmes for medical students for their Palliative & End of Life care modules, communicating with clinical teams at the hospices and with the Medical Schools, as required. Provide administrative support including joining instructions to students and supporting those attending the hospice for training days, as required.
- To provide administrative support of the mandatory training programme, including use of e-Learning platforms (Blue Stream) in addition to communicating with internal and external trainers regarding booking of staff and for arranging ad hoc training sessions.
- To maintain and coordinate accurate training records of staff via Blue Stream and for external attendees via appropriate data bases.
- To manage room bookings and coordinate refreshments and catering as and when required.
- To support Education and Research Committee meetings, ensuring they are booked in advance and papers circulated in a timely fashion.

General Administrative Support

- To oversee booking of internal meeting rooms for education and research activities and to ensure the booking system is kept up to date.
- To be responsible for the ordering of stationery and other resources required for education and research activity.
- To ensure timely processing and despatch of all internal and external correspondence and communications relating to education and research.
- To communicate with external stakeholders for the marketing of educational and research events.

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 General Data Protection Regulations 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 and 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 understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

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



PERSON SPECIFICATION

Job Title:	Clinical Education Administrative Assistant
Department:	Education and Research
Hospice Band:	TBC

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of educational attainment e.g., NVQ level 2 equivalent and above • Recognised word processing qualification, e.g., minimum RSA 11 or equivalent • High level of computer literacy • Full driving licence 	<ul style="list-style-type: none"> • Database /spreadsheet qualification • Project Management Tool qualification 	A, I, C
Knowledge and Experience	<ul style="list-style-type: none"> • Considerable office administration experience • Experience in establishing and maintaining office systems • Experience as part of an administrative support team • Experience of project and/or event management 	<ul style="list-style-type: none"> • Previous experience or working in a health care setting • Knowledge of marketing and communication activity 	A, I
Personal skills and attributes	<ul style="list-style-type: none"> • Excellent written and verbal communication skills 	<ul style="list-style-type: none"> • Customer service experience 	A, I



	<ul style="list-style-type: none"> • Ability to use initiative • Flexibility as a team member • Creative and innovative approach • Good organisational skills • Good interpersonal skills • Experience of delivering excellent customer service and good working relationships with internal and external partners 	<ul style="list-style-type: none"> • Client facing experience, meeting and greeting, hosting events. 	
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A= Application form

I=Interview

T=Test

C=Certificate

