**Job Description**

**Job Title:** Administrative Support - Estates & Facilities Department

**Reporting to:** Director of Operations & Support

**Salary:** £22,975

**Hours:** 37.5 hrs per week

**Job Summary**

To provide administrative support to the Director of Operations & Support to help achieve an effective and dynamic estates and facilities service at the hospice.

The post holder is responsible for administrative and information management within the department under the supervision of the Director of Operations & Support.

**Key Tasks / Duties and Responsibilities:**

* Day to day communication with hospice staff, contractors, suppliers and other external agencies working with the Estates and Facilities department.
* Providing oversight and assist with the development, performance and timely reporting of both internal and external Planned Preventative Maintenance (PPM) and updating of PPM schedules.
* Maintenance of filing systems, minute taking, typing and general secretarial support.
* Responding to enquiries in a timely and supportive manner.
* Ordering supplies including patient consumables, catering supplies, stationary and equipment as instructed by authorised managers as part of hospice procurement.
* Stock control including the management of confectionary sold within the hospice.
* Maintain accurate records within the electronic and manual systems used at the hospice.
* Participate in the development of new systems of work to improve the day to day management of the Estates and Facilities Services.
* To maintain good working relationships with the hospice team of staff and volunteers working across the organisation.
* Participate in inspections and assessments made of the hospice by regulatory bodies including the Care quality Commission, Environmental Health and the Health and Safety Executive. Providing records and information as requested.
* Day to day administration of office equipment including franking machine (order supplies, update funds, install updates, display Royal Mail posters, help staff with franking of their post) and fax machines (resolving faults, changing toner cartridges etc.)
* Maintaining database of Contractors public liability insurance and sending out reminder letters.
* Providing administrative support to assist with maintenance of the patient iCare IT system.
* Designated person for verifying and processing of staff DBS forms, attending DBS training and keeping up to date with any changes of DBS policy.

**Skills and Experience:**

* Previous experience in an administrative role
* IT literate and ability to use full Microsoft Office Suite
* Approachable and adaptable with a flexible approach to work

**General:**

* To work as a positive team member at all times.
* To undertake appropriate personal development whilst maintaining and developing skills/ knowledge as determined by an annual review; subject to the availability of resources.

**Other**

* To monitor own role and function within the Hospice and to monitor own objectives set.
* To undertake and comply with training.
* To comply with all Mary Stevens Hospice Policies and Procedures.
* Any other duties and responsibilities commensurate to role and experience.

This job description is not exhaustive and the nature of the Hospice requires that you are flexible in your approach to work and you may be required to undertake such reasonable additional duties as is required from time to time.

**Person Specification: Administrative Support - Estates & Facilities Department**

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|  | **Essential** | **Desirable** |
| **Education/Qualifications** | * Good level of general education
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| **Previous Experience** | * Previous experience in an administrative role
 | * Experience of supplies management and purchase ordering
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| **Skills, Knowledge & Abilities** | * IT literate and ability to use full Microsoft Office Suite
* Good communications skills
* Experience of minute taking
* Evidence of good organisational skills
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| **Attitudes, Aptitudes & Personal Characteristics** | * Flexible approach to work
* Good interpersonal skills
* Ability to work independently and as member of the team
* Ability to plan workload of self and others
* Approachable and adaptable with a flexible approach to work
* Prepared to undertake own training and development necessary for the role
* Proven record of reliability
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