



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

Administrator (Saturdays & Bank Holidays)

[ellenor.org](https://ellenor.org)

 01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** Administrator

**Department:** Administration Team

**Contract Terms:** Every Saturday - 08:00 – 16:00 & Bank Holidays on a rota basis

**Salary:** £4,846.40 – £5,067.80 per annum (dependant upon skills and experience)

**Location:** Gravesend, DA11 7HQ

**Responsible To:** Deputy Head of Clinical Admin Team

**Accountable To:** Head Of Exec & Clinical Admin

**Manages:** N/A

## About

**Us:** **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

**Our Vision:** We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

**Our Mission:** We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

**Our Values:** We are inclusive, we are caring, we are focused.





## Scope and Job Purpose:

We are seeking an enthusiastic colleague to join our team based at the hospice in Gravesend, working every Saturday 8am – 4pm and some Bank Holidays.

These hours are offered permanently, and the work is varied, covering all aspects of general administration, working alongside both clinical and non-clinical teams and based on the Inpatient Ward.

The successful applicant must exhibit empathy and compassion, have a professional and flexible attitude, like being part of a team, have initiative, good communication and interpersonal skills, and be able to prioritise workloads.

Previous experience working in a busy clinical environment would be an advantage. However, we encourage applications from candidates with experience in any busy administrative role.



# Main Duties and Responsibilities:

- Support both clinical and non-clinical teams with administrative tasks.
- Handle telephone queries and respond professionally to enquiries.
- Manage a shared inbox efficiently and in a timely manner.
- Work on the Inpatient Ward, supporting staff and processes in a sensitive environment.
- Navigate and respond appropriately to sometimes challenging or emotional situations.
- Working every Saturday & some bank holidays.
- Undertake a short period of paid training on weekdays, including shadowing current administrators.

## General:

- To be aware of the philosophy of **ellenor** and to behave as a fit representative.
- To abide by the Hospices general confidentiality policy
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.

## Training:

- To complete Statutory and Mandatory Training including Health & Safety, Infection Control & Information Governance.

## Health and Safety:

- The post holder must take reasonable care for their own safety and that of others and ensure they work in line with **ellenor's** health and safety policies and practices



# Person Specification:

(All criteria are essential unless stated otherwise)

## Education / Qualifications:

- Educated to GCSE level or equivalent with English and Maths, Grade 5 or above

## Experience:

- Database input
- Customer-facing role
- Previous paid employment in administrative/office work
- Experience of working within a clinical or a funeral environment or similar (desirable)
- Experience of using EMIS patient record system(desirable)
- Experience of using Microsoft Teams (desirable)

## Knowledge, Skills and Attributes:

- Proficient keyboard skills, ensuring accuracy and efficiency in data entry and documentation.
- Competent in Microsoft Outlook, with experience managing calendars, scheduling appointments, and coordinating meetings.
- Strong problem-solving abilities, applying logical thinking to identify issues and implement effective solutions.
- High level of accuracy and attention to detail, ensuring the quality and consistency of work.
- Excellent verbal and written communication skills, enabling clear, professional interaction with colleagues, clients, and stakeholders.
- Effective workload prioritisation and organisational skills, with the ability to manage multiple tasks and meet deadlines in a structured manner.

