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hospice care in your home or ours

Job Description

ADMINISTRATOR

ellenor.org

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Registered Charity No: 1121561

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Job Title: Administrator

Department: Administration team

Contract Terms: Full Time 37.5 hours. Working Monday to Friday
9-5pm

Salary: £22,704 pa

Location: ellenor Hospice, Gravesend

Responsible To: Deputy Head of Clinical Admin Team

Accountable To: Head Of Exec & Clinical Admin

Manages: N/A

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and 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).



Scope and Job purpose

The Candidate that will be joining our team will be working within the hospice settings in Gravesend.

Covering all aspects of general admin tasks to provide support to all clinical and non-clinical teams. Ensuring smooth workflows and clear communication among team members and external parties. The role will require adaptability and attention to detail to maintain accuracy in all duties performed.

It is important that the successful applicant exhibits empathy and compassion, has a professional and flexible attitude, likes being part of a team, has initiative, good communication and interpersonal skills, and is able to prioritise workloads.

Previous experience of working in a busy clinical environment would be an advantage, however, we would encourage applications from candidates with experience in other administration roles.

The purpose of this role is to ensure efficient administrative support for hospice operations, contributing to high-quality patient care and service delivery. The candidate will be responsible for processing information, coordinating schedules, managing referrals and discharges, handling the admin inbox, queries, and providing excellent customer service to patients and clinical services.

Proficiency in IT systems and completion of mandatory training are essential to maintain the high standards of service expected in the hospice environment.



Main Duties and Responsibilities

Main duties and responsibilities:

- Entering and extracting information via the patient electronic records system.
- Managing queries relating to the administration team, hospice departments, and external parties.
- Scanning, filing and printing as required.
- Taking calls and recording accurate patient information and colleague messages where relevant.
- Completing statutory and mandatory training.
- Perform administrative duties to support the Inpatient Ward.
- Pay close attention to detail to ensure accuracy in all tasks.



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.



Person Specification

All criteria are essential unless stated otherwise.

Job Title: Administrator

Education / Qualifications

Educated to GCSE level or equivalent.

Experience

ESSENTIAL:

- Experienced in the use of databases and inputting of data.
- Great interpersonal skills with the ability to communicate with a diverse range of people.
- Demonstratable experience in administrative/office environment.
- Proven familiarity with Microsoft office suites.

DESIRABLE:

- Familiarity with EMIS patient record system.
- Previous experience within the healthcare industry.

Knowledge, Skills, and Attributes

- Ability to type quickly and accurately, with exceptional attention to detail.
- To update outlook calendars and appointments as required.
- Good problem-solving skills with the ability to manage a changing workload.
- Confident, professional attitude.
- Ability to prioritise and organise own workload.
- To work well with others as a team

