



Administration Assistant

Job Summary

The Administration Assistant provides a thorough administrative and clerical service to ensure the efficient operation of hospice services.

This role includes maintaining accurate records, handling correspondence, supporting both clinical and non-clinical teams, and providing a welcoming and professional first point of contact for visitors, patients, and staff.

Main duties and responsibilities

Administrative Support

1. Provide general administrative support, including photocopying, scanning, filing, data entry, and updating waiting lists.
2. Maintain accurate patient records using hospice systems, ensuring all documentation is up to date and in line with policy.
3. Act as a first point of contact for general enquiries via phone, email, correspondence, or in person, resolving routine matters where appropriate.
4. Maintain filing and archiving systems, including the disposal of records in line with hospice policy.
5. Draft and produce letters, reports and other documents as needed.

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6. Book hospital transport and interpreters for service users when required.
7. Handle all incoming and outgoing correspondence, including post, referrals, and email; prioritise and distribute appropriately, highlighting urgent items.
8. Manage outgoing mail and franking machine operations.
9. Order and maintain stock of office and ward supplies, ensuring compliance with purchasing and finance procedures.
10. Provide flexible cover for colleagues and reception as needed, adapting to service demands.
11. Schedule meetings and appointments, prepare rooms, take minutes, and circulate agendas and action points.

Reception Duty

1. Serve as the first point of contact for patients, carers, visitors, and teams, providing a warm welcome and directing enquiries appropriately.
2. Greet, sign in, and assist all visitors, ensuring they are guided to the correct person or department.
3. Manage incoming calls, emails, and queries professionally taking accurate messages,



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providing information, and redirecting as needed, while maintaining confidentiality.

4. Oversee patient flow in waiting areas, promoting a calm and efficient environment.

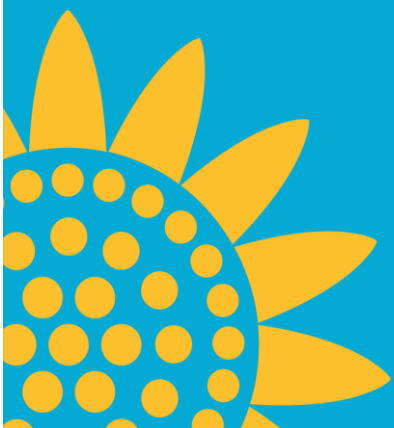
Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



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Person Specification

Requirement	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Functional Skills Level 2 in Maths and English or O Level/ GCSE in Maths and English at grade C or above 	
Experience & Skills	<ul style="list-style-type: none"> Organised and able to manage time effectively Experience of working as a team Knowledge of confidentiality Attention to detail 	<ul style="list-style-type: none"> Experience of working in a healthcare environment Note-taking skills
Communication	<ul style="list-style-type: none"> Excellent verbal and written communication Ability to communicate sensitively with patients, carers and staff about their health needs Ability to communicate at all levels within the hospice 	
Personal	<ul style="list-style-type: none"> Compassionate, empathetic, and respectful in dealing with patients and families Flexible and adaptable to meet the changing needs of the service Willing to learn and develop new skills 	
IT	<ul style="list-style-type: none"> Good basic IT skills Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook) 	<ul style="list-style-type: none"> Previous experience of electronic patient information systems
Other Requirements	<ul style="list-style-type: none"> Be prepared to assist with Hospice fundraising activities 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview