



Job Description

Job Title	Administration Assistant
Line Manager	Operations Director
Primary Location	Nightingale House Hospice, Chester Road, Wrexham
Job Summary <p>This role will oversee the administration of key processes and procedures together with providing stringent document control across the organisation. The role will ensure effective governance through the monitoring and coordination of e-Learning, policies, procedures and risk assessments, working laboratively with all departments. It will work closely with other colleagues to ensure compliance across all areas assisting to identify any trends and areas for improvement.</p>	

Key Relationships – Internal

- Operations Director
- Business Systems Coordinator
- Department Leads
- Executive Assistant
- HR Manager
- Clinical & Patient Services PA

Key Relationships – External

- Outsourced Data Protection Officer
- Outsourced E-Learning Platform Provider

Role Statement

To provide administration support to the Operations Department.

To provide administrative support in developing and reviewing policies, procedures and other governing documents, supporting the delivery of effective governance practice.

To coordinate the accident and incident process, ensuring all documentation is on file.

To coordinate data breach incident reports, working closely with the Hospice's appointed Data Protection Officer.

To be an administrator of the Hospice's e-Learning platform.

To coordinate meetings and take accurate minutes with action plans, where required.

To be confident and competent with excellent organisational skills to ensure workload is prioritised and deadlines are achieved.

Primary Duties and Responsibilities

1. Administrative Duties

- Coordinate the reporting process for accidents and incidents, ensuring these are followed through to completion with the appropriate line manager.
- Oversee the Policy cycle, ensuring policies and procedures are reviewed in a timely manner by the relevant departments.
- Oversee and coordinate the document control register to ensure all documents are up to date and reviewed appropriately (to include risk assessments, generic forms. Etc).

- Coordinate any necessary meetings, including minute taking.
- To coordinate the reporting of any data breaches in conjunction with the advice received from the Hospice's DPO.
- Monitor and review the Hospice's Compliance Tracker in conjunction with the external DPO.
- Working closely with the HR and Volunteer functions to administer the Hospice's e-Learning platform.
- Carry out document control audits to confirm compliance with appropriate policies and procedures.

2. Organisational Leadership

- Be able to work and communicate with all departments to ensure that the hospice upholds effective governance in all documentation and processes.

3. Personal Development, Education and Training

- Participate in regular annual reviews of individual needs for on-going education and development, identifying appropriate opportunities for continual professional development.
- Attend annual mandatory training appropriate to the role and responsibilities.
- Complete all annual mandatory modules via the Hospice's e-learning platform.

4. Key Targets and Objectives

- To review and monitor the Hospice's Document Control Register, ensuring all documents are reviewed in a timely manner.
- To review and maintain the Hospice's e-Learning platform.

General Requirements – All Staff

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the Staff Handbook

Competence

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines always.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

The post is subject to an enhanced disclosure check with the Disclosure and Barring Service (DBS)

Employees signature..... Date.....

PERSON SPECIFICATION

JOB TITLE:

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE qualifications to include English and Maths 	<ul style="list-style-type: none"> Business Administration 	Application form/ Interview
EXPERIENCE	<ul style="list-style-type: none"> Working in an administrative position. Co-ordination of systems and processes. Providing excellent service to multiple stakeholders. Document control. Awareness of GDPR. Streamlining processes. 	<ul style="list-style-type: none"> Implementing new procedures and processes. Have worked for a charity, community council or similar role. Working within an information governance environment. 	Application form/ Interview
SKILLS	<ul style="list-style-type: none"> Excellent verbal, written and listening skills Excellent computer and IT skills to include MS Office and SharePoint Prioritisation and time management Strong organisational skills with excellent attention to detail. 	<ul style="list-style-type: none"> Welsh Speaker 	Application form/ Interview
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of data protection regulations 		Application form/ Interview
PERSONAL QUALITIES <i>(Demonstrable)</i>	<ul style="list-style-type: none"> Willingness to learn Ability to use own initiative Hard Working Attention to detail Embrace change and have a problem solving approach to new challenges. Positive attitude 		Application form/ Interview
OTHER RELEVANT REQUIREMENTS	<ul style="list-style-type: none"> Reliable and flexible approach to working hours to meet business need. 		Application form/ Interview