



St Ann's Hospice

every day makes a difference

Working for St Ann's

We're proud to care
We're proud to work together
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Job Role Profile

Title: People & Education Administrator

Salary:

Band 3 £22,893 per annum, pro rata
Competency Based Framework

Location:

Cross Site

Responsible to:

Head of People & Culture

Core Purpose:

To provide a professional People & Education administration service.

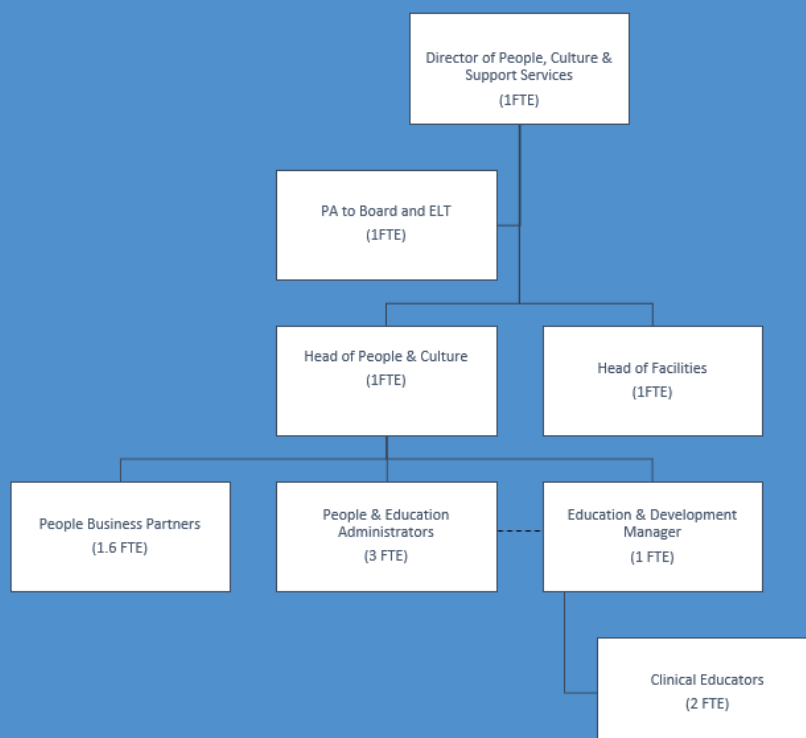
Job summary

The People & Education Administrator plays a key role in supporting the People and Culture Department and the organisation to provide a first class People and Education administration service for both employees and volunteers.

The role involves building professional relationships with key stakeholders and supporting the team to deliver its People & Culture strategy.

The People & Education Administrator will support recruitment, administration of leavers, maternity, paternity and shared parental leave, education, external education and strategic projects and initiatives as well as dealing with queries and supporting managers.

The postholder will maintain the People database, the paper filing system and undertake project work under the direction of the Head of People & Culture.



Responsibilities

The People & Education Administrator will:

- ✓ Deal with People and Education related queries on the phone, face to face and email
- ✓ Be aware of the hospice's People policies and provide information where appropriate, referring to members of the People team working in an advisory capacity when required
- ✓ Administer maternity, paternity, adoption and shared parental leave processes
- ✓ Ensure all employee and volunteer professional registration details are current and up-to-date
- ✓ Collate all payroll information and send to the Payroll Manager as required
- ✓ Administer recruitment and selection activity
- ✓ Prepare and issue offer letters, contracts of employment and volunteer agreements, as appropriate
- ✓ Process all pre-employment and pre-volunteering checks
- ✓ Process leavers' files and documentation
- ✓ Undertake DBS checks
- ✓ Maintain accurate electronic and paper files for employees and volunteers
- ✓ Provide administrative support for all departmental projects, initiatives and other activity as directed.
- ✓ Co-ordinate administration for external Education, organisational induction, Clinical and Non Clinical education, including safeguarding training
- ✓ Arrange external and internal bookings onto education events.
- ✓ Develop / set up the LMS to create education packages for staff and volunteers.
- ✓ Administer reports on eLearning and Mandatory Training
- ✓ Administer and maintain People and Education records on the People Database.
- ✓ Co-ordinate student placements, with direction from the Education and Training Manager
- ✓ Research and improve ways of working to support continuous improvement

Requirements

The People & Education Administrator will have:

- ✓ A good standard of general education to a minimum of GCSE grade C / 4 – A* / 9 (or equivalent level experience in an administrative setting)
- ✓ Administrative experience in a busy office environment
- ✓ Experience of HR / Training administration
- ✓ The ability to travel to different sites

The People & Education Administrator will be able to:

- ✓ Demonstrate a high level of accuracy and attention to detail
- ✓ Organise own workload ensuring deadlines are met
- ✓ Prioritise when there are competing deadlines
- ✓ Communicate both verbally and in writing to a variety of stakeholders
- ✓ Work independently and use their own initiative as well as part of a team
- ✓ Deal with sensitive information appropriately
- ✓ Demonstrate proficient use of Microsoft Office packages, e.g. Word, Outlook as well as electronic People databases
- ✓ Demonstrate a willingness to develop IT and digital skills to support the organisation's objectives
- ✓ Work proactively with the ability to adapt to changing priorities

St Ann's Hospice is committed to safeguarding and promoting the welfare of adults at risk and children.

Terms and conditions for the People & Education Administrator

Contract	Permanent
Work Pattern	22.5 hours over 3 days per week, Monday to Wednesday
Location	Cross-site. Based at Heald Green, with one day a week at Little Hulton
Free Parking	Free parking at our Heald Green and Little Hulton hospice sites.
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months.
Notice	Four Weeks



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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