

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:

Trading Company Administrator

Salary:

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

Location:

Trading Company Head Office, Edgeley

Responsible to:

Head of Trading

Core Purpose:

To provide professional and efficient
administration for St Ann's Hospice Trading
Company

Job summary

The Trading Company Administrator plays a key role in supporting St Ann's Hospice Trading Company and will provide a first class administration service for employees, volunteers and retail customers.

The Trading Company Administrator will support our retail and distribution teams in promoting retail activities and events, ensuring services and supplies are delivered as required, deal with queries and support managers.

The post holder will maintain the retail customer database and paper filing systems and assist with projects and campaigns under the direction of the Heads of Trading.

The role involves building professional relationships with key stakeholders and supporting St Ann's Trading Company to deliver its strategy.



Responsibilities

The Trading Company Administrator will:

- ✓ Respond to Trading Company queries by telephone, email and face to face
- ✓ Administer the retail Gift Aid processes, ensuring compliance with HMRC guidelines, and keep up to date records as well as sending out all gift aid correspondence
- ✓ Collate retail sales information for the Heads of Trading
- ✓ Order and distribute office and retail supplies as required
- ✓ Organise the distribution of all post, fundraising literature and marketing materials across Trading Company sites
- ✓ Provide till log on details for staff and volunteers
- ✓ Assist the Heads of Trading in ensuring Trading Company Volunteer training is completed and training records are maintained
- ✓ Assist in the co-ordination and organization of maintenance tasks, including raising relevant purchase orders, checking invoices and maintaining records
- ✓ Provide signage, both information and promotional, for Trading Company teams and update social media accounts
- ✓ Promote effective management of Health and safety of all staff and volunteers involved in shop activity, including preparation of risk assessments
- ✓ Maintain filing systems, operational records, complete reports and take minutes
- ✓ Provide administrative support across the wider Trading Company and Fundraising teams as required
- ✓ Carry out any reasonable tasks as instructed by the Heads of Trading
- ✓ Encourage the promotion of the hospice's values and brand through all Trading Company activity

Requirements

The Trading Company Administrator will have:

- ✓ A good standard of general education to a minimum of GCSE/iGCSE grade C/4 (or equivalent)
- ✓ Administrative experience in a busy office environment
- ✓ Previous experience of working with customers
- ✓ Excellent written and oral communication skills
- ✓ Experience of using the Office suite of applications e.g. Outlook, Word, Excel, PowerPoint

The Trading Company Administrator will be able to:

- ✓ Demonstrate a high level of accuracy and attention to detail
- ✓ Organise their own workload, ensuring deadlines are met and prioritise tasks where there are competing deadlines
- ✓ Communicate both verbally and in writing to a variety of stakeholders
- ✓ Respond to sensitive issues and queries while maintaining confidentiality
- ✓ Work both as part of a team and independently, using their own initiative
- ✓ Work proactively with the ability to adapt to changing priorities, systems and processes
- ✓ Undertake training identified as necessary for professional and personal development

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

Terms and conditions for the Trading Company Administrator

Contract

Permanent

Work Pattern

Up to 30 hours over 5 days per week, Monday to Friday

Location

St Ann's Hospice Trading Company Head Office, Edgeley with occasional travel to other Trading Company and Hospice sites

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 (with the exception of bank staff) 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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