

## 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 Admin Team Leader  
– Fixed Term 12 months

**Salary:**  
Band 4, £26,541 per annum,  
Competency Based Framework

**Location:**  
Cross Site

**Responsible to:**  
Head of People & Culture

**Responsible for:**  
People & Education Administrators

**Core Purpose:**  
To provide a professional People & Education

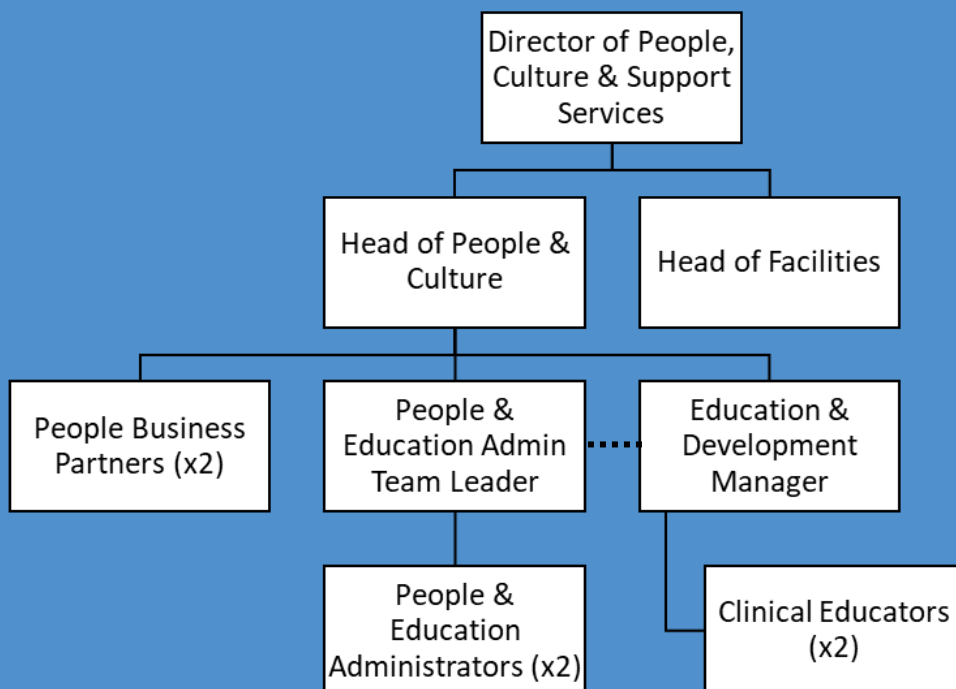
## Job summary

The People & Education Admin Team Leader plays a key role in leading and coordinating 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 Admin Team Leader will lead and provide direction to the People & Education Administrators, in various workstreams including: recruitment and selection, starter and leaver process, compliance checks, education and strategic projects and initiatives.

The postholder will lead on coordinating responsive and flexible administration support across the organisation and undertake project work under the direction of the Head of People & Culture.



## Responsibilities

The People & Education Admin Team Leader will:

- ✓ Manage and coordinate all People and Education administration related queries received via phone, face to face and email
- ✓ Leading by example, ensuring Standard Operating Procedures are adhered to and ensuring admin colleagues understand and maintain these
- ✓ 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 and coordinate recruitment and selection activity, ensuring a timely administration service to all recruiting managers
- ✓ Prepare and issue offer letters, contracts of employment and volunteer agreements, as appropriate
- ✓ Ensure all relevant pre- employment checks, including DBS checks are conducted in a timely manner for employees, volunteers, honorary contract holders and self-employed contractors
- ✓ Ensure all relevant compliance checks are conducted where appropriate for employees, volunteers, honorary contract holders and self-employed contractors
- ✓ Collate all payroll information and send to the Payroll Manager in line with agreed timescales
- ✓ Administer maternity, paternity, adoption and shared parental leave processes
- ✓ Co-ordinate leaver processes for employees, volunteers, honorary contract holders and self-employed contractors
- ✓ Prepare and provide data on completion rates for regulatory requirements, including mandatory eLearning, Mandatory training and Safeguarding
- ✓ Ensure the maintenance of accurate electronic and paper files
- ✓ Maintain up to date People and Education records on the People Database
- ✓ Co-ordinate and oversee the administration for external Education, organisational induction, Clinical and Non Clinical education, including safeguarding training
- ✓ Manage and arrange external and internal bookings onto education events.
- ✓ Support the Education and Development Manager with administration of the LMS
- ✓ Co-ordinate student placements, with direction from the Education and Training Manager
- ✓ Identify and implement administration efficiencies
- ✓ Ensure accurate and timely completion of administrator Performance Development Reviews

## Requirements

The People & Education Admin Team Leader will have:

- ✓ NVQ 3 in Business Administration or evidence of equivalent practical experience
- ✓ A good standard of general education to a minimum of GCSE grade C / 4 – A\* / 9 (or equivalent level experience in an administrative setting)
- ✓ Experience of HR, including recruitment & onboarding / Training administration
- ✓ Experience of leading and managing a team of direct reports
- ✓ Experience of maintaining detailed database and spreadsheet information
- ✓ Deal with sensitive information appropriately
- ✓ Demonstrate proficient use of Microsoft Office packages, e.g. Word, Outlook as well as electronic People databases
- ✓ The ability to travel independently to different sites.

The People & Education Admin Team Leader will be able to:

- ✓ Demonstrate a high level of accuracy and attention to detail
- ✓ Ability to multi-task, prioritise and delegate within the team appropriately
- ✓ Organise own and the teams workload ensuring deadlines are met
- ✓ Prioritise when there are competing deadlines
- ✓ Communicate both verbally and in writing to a variety of stakeholders
- ✓ 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

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

# Terms & conditions for the People & Education Admin Team Leader

## Contract

Fixed Term – 12 months

## Work Pattern

37.5 hours over 5 days per week, Monday to Friday

## 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

☎ 0161 437 8136

🌐 [www.sah.org.uk](http://www.sah.org.uk)

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