

PILGRIMS HOSPICES – JOB DESCRIPTION

Administrative Assistant

MAIN PURPOSE AND SCOPE OF THE JOB:

The Lottery Administration Assistant will provide a first point of contact for its members and the general public enquiring about the Lottery and is responsible for carrying out both customer service and administrative duties to support the smooth running of the department.

POSITION IN ORGANISATION

Reports to: Shiralee Riddell (Lottery Manager)

Line Manager for: None

DUTIES AND KEY RESPONSIBILITIES

- Handling all incoming calls from Lottery members and the general public calls, dealing with queries courteously and efficiently and re-directing to other departments as necessary
- Maintaining an accurate Customer Relationship Management (CRM) database by entering and updating member information
- Handling payments via telephone, post and from Lottery Collectors
- Running the Lottery weekly draw on our CRM and notifying winners
- Updating our social media networks and website with weekly draw results
- Handling donations and associated Gift Aid declarations
- Adhering to our policies and procedure and those of the Gambling Commission

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Administrative Assistant

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> • Customer service • Proven experience within an administrative support role • Use of CRM database, data input, import and export • Use of Social Media within business • Cash Handling • Dealing with a variety of payment methods 			
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Working to deadline • Excellent communication and interpersonal skills • 			
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent I.T skills to include Word, Excel and Outlook 			
QUALIFICATION/ TRAINING	Educated to GCSE level or equivalent in Math's and English			
OTHER REQUIRE-MENTS	<ul style="list-style-type: none"> • A flexible and positive attitude • Team Player • Ability to work independently with minimal supervision • Excellent people skills • Professional and responsible approach to work • Excellent time management skills • Organised and efficient • Highly numerate 			

Date Written: 18.03.2022