

PILGRIMS HOSPICES – JOB DESCRIPTION

Corporate Assistant

MAIN PURPOSE AND SCOPE OF THE JOB:

The Corporate Assistant will provide proactive and efficient administration support to the PA to the CEO, including a broad variety of administrative tasks that may include diary management and processing of meeting arrangements as well as governance and assurance administration. A flexible 'can-do' approach with attention to detail is required to assist with the effective organisation and management of key information.

POSITION IN ORGANISATION

Reports to: PA to the CEO

Location: Canterbury

Working hours: 35 hours a week (must be able to work a full day on Tuesdays in our Canterbury office, other regular day(s) are open to discussion re hybrid working)

DUTIES AND KEY RESPONSIBILITIES

Corporate Administration Support

Responsibilities of the role will include, but not be limited to, the following:

- Arrange meetings, send meeting invitations, prepare agendas and issue supporting documents to attendees of a range of corporate and governance meetings accordingly.
- Minute taking at corporate and governance meetings, as required.
- Provide cover and support to the PA to CEO as required.
- Provide secretarial support to the Medical Director
- Co-ordinate the review and publication of organisational policies and procedural documentation.
- Maintain accurate records, registers and schedules of information.
- Produce responses in response to Complaints and requests for personal information, ensuring confidentiality and integrity at all times.
- Undertake general administrative duties including filing, photocopying, scanning, incoming post management and data entry.

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.

Date Written: 4th May 2022

PERSON SPECIFICATION: Corporate 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	Application	Interview	Essential
Experience	Experience of working in an office environment	Yes	Yes	Yes
	Diary management	Yes	Yes	Yes
	Taking accurate Minutes and recording actions at meetings	Yes	Yes	No
	Working with spreadsheets, registers and schedules of data and key information	Yes	Yes	No
Skills and abilities	A willingness to learn and develop new skills	Yes	Yes	Yes
	A good standard of written and verbal communication skills	Yes	Yes	Yes
	Organised and able to prioritise competing demands, meeting timescales as required	Yes	Yes	Yes
	Accuracy and attention to detail including proof-reading	Yes	Yes	Yes
	Flexible approach to work	Yes	Yes	Yes
	Honest and reliable	Yes	Yes	Yes
	IT literate and confident in the use of Microsoft Office products and remote meeting software	Yes	Yes	Yes
	A positive 'can do' and helpful attitude	Yes	Yes	Yes
	An ability to work well on own initiative	Yes	Yes	Yes
	An ability to maintain confidentiality at all times	Yes	Yes	Yes
	Ability to identify business critical issues and raise accordingly	Yes	Yes	Yes
Knowledge	Knowledge of confidentiality and data protection	Yes	Yes	Yes
Qualification and Training	A good standard of secondary education, including a minimum of grade C / Level 4 in Maths and English GCSE's	Yes	Yes	Yes
Other requirements	A willingness to undertake statutory and mandatory training appropriate to the needs of the role	Yes	Yes	Yes
	A willingness and ability to travel to other sites if required.	Yes	Yes	Yes