

## **PILGRIMS HOSPICES – JOB DESCRIPTION EDUCATION AND TRAINING ADMIN ASSISTANT**

### **MAIN PURPOSE AND SCOPE OF THE JOB**

The post holder is responsible for assisting with ensuring the smooth running of the education and training department, based at the Ann Robertson Centre, Canterbury. This includes all administrative tasks and planning involved in organising both internal and external training events, maintaining databases for records, coordinating student nursing placements and maintaining a high standard of customer care through all mediums.

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### **POSITION IN ORGANISATION**

**Reports to: Training Manager**

### **KEY DUTIES/RESPONSIBILITIES:**

#### **1. Course and Study Day Administration**

- Link closely with relevant parties to ensure the smooth running of education and training bookings and courses.
- Identify and contact speakers (internal & external).
- Administration of course and room bookings (internal and external) and organising equipment where required.
- Assist with welcoming guests to the training centre and with hospitality duties as and when required – including use of Dishwasher and light domestic tasks.
- Preparation and production of course/study day publicity material, intranet and website content, together with email and mailing publicity.
- Maintain all records of courses/study days, as required such as registers, evaluation forms, course content and certificates
- Organise catering for courses or study day with catering supervisor for each site, as required.
- Be responsible for maintaining a high level of communication with external and internal customers, and all callers or visitors to the department.
- To ensure cover for the start and end of course/study days as directed by the Education Manager to meet the business needs of the trainer, attendees and colleagues.
- To process the applications for staff to attend external courses, study days and/or conferences.

#### **2. Website / Intranet**

- Regular review of Education pages on the hospice website and intranet to ensure they remain current and up to date.

#### **3. Student Nursing Placements and Visits**

- Coordinate student nursing placements and visits for all sites.



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### **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.

#### **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.*



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### PILGRIMS HOSPICES – PERSON SPECIFICATION Education and Training Admin 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	Desirable	Essential
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>This is an ideal first role for any applicant seeking to develop a career in administration.</li> <li>Whilst no experience is required as training will be given it is expected that each candidate will be able to demonstrate an interest in the role and a desire to learn and a willingness to undertake a Business Administration Apprenticeship, if appropriate</li> </ul>		
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Highly organised, able to multi-task and prioritise competing demands while working to tight deadlines.</li> <li>Able to work quickly and efficiently while maintaining a high degree of accuracy at all times.</li> <li>Good written and verbal communication skills.</li> </ul>	√  √	√
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Functional skills in Maths and English or higher is required</li> </ul>		√
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Willing and able to be flexible with regard to days of work and exact working hours.</li> <li>Ability to travel cross site.</li> </ul>	√  √	