



Job Title	Patient Administration Coordinator
Reporting to	Patient Administration Team Leader
Line Manager to	N/A
Salary	£18,895.20 per annum
Contract	Permanent
Based at	Margate Hospice – On site only
Closing Date for your Application	22 nd February but will shut when sufficient applications are received.
Interview Date/s	TBC
Contact for Questions	About the process: hr@pilgrimshospices.org About the role: hollie.turner@pilgrimshospices.org
Website	www.pilgrimshospices.org



What you'll be a part of:

At Pilgrims, we believe in creating a space of hope, dignity, and support, not only for people with life-limiting illnesses but for their families as well. Our locations in Canterbury, Ashford, and Thanet provide a wide range of services, from inpatient care to hospice at home and community programs—all focused on helping patients live well, no matter their diagnosis.

"I've never worked somewhere that is quite so lovely"

Far from being places of sadness, our hospices are places of life—where people can find joy in moments, no matter how small, surrounded by family, friends, and compassionate care teams. We don't just treat symptoms; we offer emotional, spiritual, and social support to ensure both patients and their families are uplifted. Whether it's through sharing laughter, enjoying a favourite activity, or simply making cherished memories, we aim to bring happiness to every day.

Being part of the Pilgrims team means that your role contributes to something much greater - helping create an environment where families find strength, comfort, and even happiness during difficult times. Whether you're working behind the scenes or on the front lines, every contribution plays a crucial part in enabling us to provide free, compassionate care to over 2,500 people each year.

You can read more about working at Pilgrims on our website and our social media. If you are reading this digitally, you can click the links below.



The Role in One Paragraph

The Patient Administration Coordinator role is unique, varied and patient-focused, providing a key “touch point” for patients, carers and volunteers while acting as a supportive buffer for clinical staff. The ‘PAC’ team, also plays a vital role as not only the first voice patients hear when they are referred to the hospice, but also the first employee patients might see when arriving at the hospice, helping to create a reassuring and professional first impression, and coordinating their onward journey with us.

It includes providing comprehensive administrative support to on-site meetings, such as producing accurate minutes and circulating actions, as well as ensuring the timely and accurate entry of information onto patient databases and running reports as required. The Patient Administration Coordinator regularly accesses internal and external IT systems to obtain and manage patient data in support of clinical care, actions changes to patient personal details to ensure records remain up to date.

Please note the successful candidate will be required to work on all of the following: the inpatient ward, the community team office and the administration office, all based in Thanet Hospice.

The Organisation

Pilgrims Hospices provide care and support for patients with life-limiting illness and their families.

As well as caring for their clinical needs, we support our patients to feel comfortable and happy, whether by spending time in our beautiful gardens, having pamper days, playing a board game with their loved ones, eating their favourite meal or whatever is special to them.

To find out more about the other teams and get an idea about the size of the organisation and exactly where this role sits, please see the Organisational Chart included at the end of this job pack

If you are reading this online, you can click the thumbnail below to watch a short video about Pilgrims



'At the hospice, there is a clear philosophy that when you've finished work, you've finished work- you're not expected to take work home with you. I'm so much happier'

Our Vision

"Of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life".

We recognise that our workforce is integral to the delivery of [our Vision](#) and our charitable aims. Pilgrims Hospices continues to create a highly skilled, motivated, engaged and healthy workforce by providing an environment where staff and volunteers feel highly motivated to perform their roles to a consistently high standard, and actively role model our charitable behaviours and values.

To achieve [our Vision](#), we have a shared set of values and behaviours that enable us to be the people and the charity that patients and their loved ones need us to be. They form [our CODE](#), which guides us in our daily working and decision making:

Compassionate We treat everyone with compassion and care

Open We communicate openly, honestly and effectively

Dynamic We are dynamic, improving and developing our service

Empowered We empower people to achieve their outcomes



'I've met some wonderful and kind people here; it is a lovely place to work and I have witnessed how much thought and respect is given to staff and volunteers alike with the 'Thank You' events and the 'Personal Best' programme to name a few'

Terms and Conditions

Role title	Patient Administration Coordinator
Contract	Permanent, Part time, 4 days PW
Salary	£18,895.20 per annum
Probation Period	6 months
Annual Leave	26 days + public holidays
Based	PHT
Pension	<p>We operate a defined contribution group pension scheme and make an employers contribution equivalent of 6% of gross pay into this scheme alongside an employee contribution equivalent of a 2% from your pay.</p> <p>Or, if you are a member of the NHS Pension Scheme and have contributed in the 12 months prior to commencement of employment, you are eligible to continue contributing to the NHS Pension Scheme. You will receive an employer's contribution of 20.6% of gross pay, alongside your employee contribution (rate dependant on hours and salary level)</p>
Parental Leave	<p>Pregnant employees who have worked for Pilgrims Hospices at least 12 months at the 15th week before the expected week of childbirth, will be entitled to: 8 wks' full pay, 18 wks of ½ pay plus SMP and 13 wks at Statutory Maternity Pay.</p> <p>*The initial 8 weeks of Enhanced Maternity Pay is inclusive of SMP</p>
Notice period after probation	1 month

Organisational Chart

