

## JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice  
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

<b>Job Title:</b>	Business Administration assistant
<b>Accountable to:</b>	Business Services Support Team Leader
<b>Hours:</b>	22.5 hours per week
<b>Salary:</b>	£24,071 - £25,674
<b>Developed:</b>	March 2025

### Mary Ann Evans Hospice:

Mary Ann Evans Hospice is an adult community hospice in North Warwickshire. As an independent charity we provide palliative and end of life care and support to patients with life limiting illnesses and those that matter most to them.

Our services include Hospice at Home, Wellbeing Centre, Family Support and Bereavement, Lymphoedema Care and Rapid Response (a shared service with South Warwickshire NHS Foundation Trust). We work closely with our community and hospital colleagues from the NHS, social services, local care homes and other voluntary providers. Our care is compassionate and inclusive for all who access our services.

### Mary Ann Values: I Matter

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "I Matter" stays at the centre of its ethos.

<i>Individual</i>	<i>Matter, important</i>	<i>Appreciated</i>	<i>Trusted</i>	<i>Time invested</i>	<i>Engagement</i>	<i>Respected</i>
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### **Job Summary:**

- Undertake administrative tasks such as filing, answering phone calls, preparing meeting documents, and developing systems to monitor compliance for clinical, business, and income generation teams.
- Support finance, HR, and payroll functions, including maintaining staff records, processing payroll documentation, and coordinating with finance.
- Provide a professional and welcoming reception service for the hospice, ensuring excellent first impressions for visitors, patients, clients, and families using all services.
- Support the Business Support Services Team Leader in administrative and operational tasks to ensure efficient hospice business management.

### **Key Working Relationships:**

- Business Administrative team
- Leadership Team
- Wider Hospice Team
- Volunteers
- Suppliers, contractors, supporters, patients, and clients

### **Principal Duties & Responsibilities:**

#### **Reception and Administrative Support:**

- Provide a professional and welcoming reception service, answering calls, greeting visitors, and directing them as appropriate.
- Contact patients and families to confirm attendance at clinics, appointments, and Wellbeing sessions.
- Liaise with the Wellbeing Centre and coordinate ambulance transport for patients.
- Process payments and maintain accurate records for merchandise sales.
- Manage incoming and outgoing mail, including franking and preparing mail for collection.
- Support volunteers working in the main hospice and ensure effective communication with staff and volunteers.
- Manage sign-in sheets and produce car park codes as required.

### **HR Support:**

- Maintain accurate and up-to-date staff records, ensuring compliance with company policies and legal requirements.
- Assist with the administration of employee benefits, leave management, and other HR functions as needed.
- Provide support to HR team with various personnel-related tasks and documentation.

### **Payroll Support:**

- Assist with payroll processing by collating and verifying employee timesheets.
- Update and maintain employee payroll records, ensuring accuracy and timely processing.
- Liaise with employees to resolve payroll-related inquiries and discrepancies.
- Support the payroll team to ensure timely and efficient payroll administration.

### **Finance Support:**

- Coordinate with the team to ensure payroll costs are accurately recorded and aligned with budget allocations.
- Assist in providing necessary payroll documentation and reports to the team for reconciliation and financial reporting purposes.
- Ensure compliance with financial policies when processing payroll documentation and related transactions

### **General Administration:**

- Be IT literate and proficient in Microsoft Office (Word, Excel, PowerPoint) to facilitate efficient communication and documentation.
- Provide clerical and administrative support to the wider hospice team as needed, including covering for sickness and holidays.
- Manage room setup requirements for training sessions and events across the hospice site.
- Maintain secure and efficient office systems, ensuring proper filing and record retention.
- Collaborate with colleagues to ensure seamless and effective business administration processes.
- Handle confidential information with discretion and professionalism.
- Support and work alongside the Team Leader

**Standard Requirements of all Mary Ann Staff:**

- To be flexible and adapt to the needs of the department and your team.
- To maintain strict confidentiality and always adhere to data protection policies.
- To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures, and COSHH.
- Mary Ann operates a strictly no-smoking policy whilst on duty and on the premises.
- Exercise responsible stewardship of hospice resources.
- Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
- To have an understanding and demonstrate regard for Mary Ann's values, vision, mission, and strategic aims.
- Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- To participate in annual and quarterly performance appraisal, where the job description will be reviewed, and objectives agreed.
- Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann's Policy.
- To participate in surveys and audits as required by the service in relation to your role.
- Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
- To accept temporary redeployment within any part of Mary Ann should the need arise ensuring hospice goals and objectives are met.

**This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.**

**Signed Employee:**

**Date:**

**Signed Line Manager:**

**Date:**



## Person Specification

	Essential	Desirable
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>English &amp; Maths qualification</li> <li>Excellent Microsoft Office Skills including Word &amp; Excel</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in administration, payroll, book-keeping</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working withing a productive office-based team</li> <li>Experience of supporting a wide range of disciplines including reception, general administrative tasks, accounting, payroll and HR.</li> <li>Evidence of excellent communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a health, hospice, or palliative care setting</li> <li>Experience of accounting, payroll, and other databases</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent oral and written, interpersonal and organisational skills</li> <li>Confident telephone manner</li> <li>Use of Microsoft Office and PC skills</li> <li>Ability to adapt communication style as required</li> <li>Understanding of the need for confidentiality in all aspects of the work environment</li> <li>Ability to hold professional boundaries and know your own limits</li> </ul>	
<b>Aptitudes &amp; Attributes</b>	<ul style="list-style-type: none"> <li>Self-motivated, passionate, and confident</li> <li>Resourceful and creative</li> <li>High level of accuracy and attention to detail</li> <li>Ability to prioritise tasks and manage own, and others time effectively</li> <li>Calm, caring, enabling and supportive manner.</li> <li>Positive, encouraging, sensitive and discreet.</li> </ul>	
<b>Other Job Requirements</b>	<ul style="list-style-type: none"> <li>Dress in a manner that conforms to accepted formal code of business dress</li> <li>Ability to work in non-smoking environment being a non-smoker whilst on duty</li> <li>Ambassador for the organisation</li> <li>Able to work flexibly or additional hours on occasions.</li> </ul>	