



JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL
Tel: 02476 865440 Email: maenquiries@geh.nhs.uk

Job Title: Business Administrator/Book-keeping
Responsible to: Business Support Services Team Lead
Accountable to: Chief Executive
Hours: 30 hours per week
Salary: circa £25,000 - £27,495 pro-rata
(depending on experience and qualifications)
(pay increase pending 1st April 2026)
Created: **March 2026**

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 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: Our Values

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 "Our Values" stay at the centre of its ethos.

Compassionate	Trustworthy	Respectful	Inspirational	Sustainable
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Job Summary:

As an integral member of the Mary Ann Evans Hospice's Business Support Services Team, you will be proactive, organised and flexible in your approach to keeping the business accounts operations running smoothly.

Whilst your priorities will be the day-to-day book-keeping/accounts you will be available to support other colleagues within Business Support Services. Undertake administrative tasks such as filing, answering phone calls and developing systems to monitor compliance for clinical, business, and income generation teams.

With colleagues help to 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. You will also support, as required, the Chief Executive.

Key Working Relationships:

- Business Administrators
- Chief Executive
- Wider Hospice Team
- Volunteers
- Suppliers, contractors, supporters, patients and clients.

Principal Duties & Responsibilities:

• Book-keeping and Accounts

1. Reconcile accounts on dashboard/XERO
2. To carry out Shop reconciliation on dashboard/XERO as required
3. To record and process all Invoices and requests for payment
4. To raise Sales Ledger invoices as required and to chase for payment when overdue
5. To keep accurate book-keeping records
6. To support accounts overview and challenge discrepancies/errors
7. To assist the Chief Executive with month end, year-end, budgeting and other management accounts ensuring accurate records are kept
8. Co-ordinate regularly with payroll provider
9. Investigate discrepancies in transactions
10. Setting up new suppliers/customers in our Accounts/finance systems
11. Follow-up on overdue supplier/customer payment and resolve queries
12. Maintain accurate digital filing system
13. Ensure compliance with HMRC
14. Retail visits to engage with staff to ensure accounting best practices are implemented.



- **Reception and Administrative Support**

1. Provide a professional and welcoming reception service, answering calls, greeting visitors, and directing them as appropriate both for Mary Ann Evans Hospice and The Warren Building.
2. Process payments and maintain accurate records for merchandise sales.
3. Support volunteers working in the main hospice and ensure effective communication with staff and volunteers.
4. Manage sign-in sheets and produce car park codes as required.

- **Other Duties**

1. Be IT literate and proficient in Microsoft Office (Word, Excel etc) to facilitate efficient communication and documentation.
2. Provide clerical and administrative support to the wider hospice team as needed, including covering for sickness and holidays.
3. To ensure purchasing procedures are followed and records kept
4. Managing databases and ensuring a high level of accuracy and safe handling of confidential information.
5. Maintaining safe, secure and efficient office systems management and filing.
6. Where appropriate be diplomatic, discreet and sensitive and maintain confidentiality appropriately.
7. Work flexibly across the organisation and through all departments and sites as required to support the delivery of hospice services.
8. Act as a role model to staff and volunteers.

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

1. To be flexible and adapt to the needs of the department and your team.
2. To maintain strict confidentiality and always adhere to data protection policies.
3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures, and COSHH.
4. Mary Ann operates a strictly no-smoking policy whilst on duty and on the premises.
5. Exercise responsible stewardship of hospice resources.
6. 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.
7. To have an understanding and demonstrate regard for Mary Ann's values, vision, mission, and strategic aims.
8. 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.
9. To maintain an effective and collaborative working relationship with other members of staff and volunteers.
10. To participate in annual and quarterly performance appraisal, where the job description will be reviewed, and objectives agreed.



11. 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.
12. To participate in surveys and audits as required by the service in relation to your role.
13. Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
14. 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

Headings	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> GCSE or equivalent grade C/4 and above in English and Maths 	<ul style="list-style-type: none"> AAT Qualification or equivalent Business Administration Qualification or equivalent
Skills & Experience	<ul style="list-style-type: none"> Experience in book-keeping Experience in accounts payable Experience in processing Invoices and Purchase Orders for payment Experience in all Microsoft packages especially Excel. Key attention to detail Analytical skills required Able to work on their own but also as part of a wider team with whom they can quickly build up trust and confidence. Able to demonstrate perseverance and resilience. Conscientious, methodical and organised. The ability to communicate, at all levels, verbally and in writing, clearly and easily, both within and outside the organisation. 	<ul style="list-style-type: none"> Accounting databases i.e. XERO and SAGE Experience of working in a charity/fundraising environment.
Professional Behaviours	<ul style="list-style-type: none"> Self-motivated, passionate, and confident Resourceful and creative High level of accuracy and attention to detail Adaptable and capable of managing changing priorities and tasks. Calm, caring, enabling and supportive manner. Positive, encouraging, sensitive and discreet. Ability to work with minimal supervision and able to manage own workload. 	
Other Job Requirements	<ul style="list-style-type: none"> To wear Business Support Services uniform/accepted formal code of business dress Ability to work in non-smoking environment being a non-smoker whilst on duty Ambassador for the organisation Able to work flexibly or additional hours on occasions. 	