

## Job Description – Education Administrator

**Reports To:** Head of Education

**Responsible For:** Volunteers

**Location:** Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY you will also be required to work other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.

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### Job Purpose

**To provide administrative support to the Head of Education, the Education Department and staff who teach for SNHC.**

**To co-ordinate external training events run by the Education department.**

**To act as the principle contact for external clinical education/training events.**

### Key Responsibilities or Duties

1. Support the professionals in the department by taking full responsibility for organising the office, clinical administrative work systems and clinical education events.
2. Co-ordinate external clinical education events:
  - booking and confirming speakers and venues
  - coordinating the marketing and advertising of external education events
  - liaising with the catering and facilities departments
  - coordinate delegate/ course bookings
  - send and collate invoices for education events, monitor external clinical education events budget
  - ensure relevant IT equipment is available
  - produce and distribute documents required for education events: attendance registers, course materials, educational literature
  - responsible for smooth running of external clinical education events from welcoming and receiving delegates through to ensuring evaluations are completed

- record data for course analysis and quarterly reports
3. Co-ordinate clinical work experience requests ensuring the appropriate safe systems of work are in place
  4. Ensure the content and layouts of education pages on the SNHC website, with the support of the Head of Education, Head of Marketing and Press and PR Officer.
  5. Co-ordinate the department's volunteers including involvement in the selection process, delegating and supervising appropriate tasks.

### **Special Features of the Job**

The post-holder, whilst working for the Education Department will also be a member of the administrative team for St Nicholas Hospice Care

### **Personal Development**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

### **Health and Safety**

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

### **General**

- At the heart of our strategic vision, our "One Team" approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.

- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

#### References:

Recruitment Policy  
Education and Training Policy  
Disciplinary Policy  
Health and Safety Policy

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Job Description dated: September 2014