



## Job description

<b>Post:</b>	Education Admin Assistant		
<b>Department:</b>	Education and Research		
<b>Reports to:</b>	Lecturer		
<p>The post holder will work as an education and research administration assistant, working alongside others to ensure that we share our knowledge and expertise.</p>			
<b>Signature:</b>		<b>Date:</b>	

### Our values and behaviours

Our Values are summarised by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE	
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• We are honest and open</li> <li>• We are trustworthy and authentic in our dealings with others</li> <li>• We always try to do the right thing</li> </ul>
<b>Compassion</b>	<ul style="list-style-type: none"> <li>• We are kind, supportive and caring</li> <li>• We have empathy and listen to those around us</li> <li>• We are warm and positive in our interactions</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>• We work together to make the Hospice's vision a reality</li> <li>• We take responsibility for our work, performance and behavior</li> <li>• We acknowledge and learn from our mistakes</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• We are inclusive, we value difference and work together effectively</li> <li>• We are sensitive to the thoughts, feelings and opinions of others</li> <li>• We treat everybody with dignity</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• We aim to be our best</li> <li>• We are forward-thinking and open to change</li> <li>• We share our skills, expertise and learning, striving for excellence together</li> </ul>

## **Key responsibilities**

### **1. Actively involved in supporting the activity of the Education and Research Department**

- 1.1. Undertake the processing of invoices using the Exchequer accounting package and chasing up outstanding payments
- 1.2. Deal with enquires via phone, email, face to face contact
- 1.3. Liaise with learners, presenters, visitors and other departments to ensure smooth running of education events
- 1.4. Support the administration of the learner journey through from application to attendance and evaluation and monitoring
- 1.5. Schedule meetings and teaching events using Outlook and Smartway 2 systems
- 1.6. Maintain accurate records
- 1.7. Offer cover for other administrative functions of the department in the absence of other members of the administrative team
- 1.8. Support the marketing of our education events using social media platforms
- 1.9. Assist with the creation of marketing documents (such as newsletters and posters) and their distribution internally and externally

### **2. Other responsibilities**

- 2.1. Undertake any other duties or general task and hours of work as may reasonably be required and to work in other locations within the hospice organisation as required.
- 2.2. Exemplify the Hospice values and behaviours – Integrity, Compassion, Accountability, Respect and Excellence



## Personal specification

<b>Post:</b>	<b>Education Admin Assistant</b>
<b>Department:</b>	<b>Education and Research</b>

### Qualifications and Training

- Computer literate including competence in Microsoft Office, including Outlook SharePoint and Excel
- Literate in accountancy software (desirable)
- Good level of general education:

### Work background and experience

- Experience in working in an administrative capacity in an office environment.
- Experience of working or volunteering in a role involving liaising with a variety of people
- Demonstrable recent personal and professional training

### Particular skills and aptitudes

- Ability to work effectively in a team
- Ability to multi task with attention to detail
- Ability to organize own work load whilst working under pressure and respond appropriately to ever changing priorities
- Good interpersonal skills – face to face, on the phone and via email
- Ability to produce accurate, well presented and detailed work
- Ability to use Microsoft Teams and Zoom to book and manage education events

### Personal qualities and other requirements

- Ability to maintain confidentiality
- Ability to work independently and as part of a diverse team
- Enthusiasm to learn new skills
- Adaptable and flexible
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice.