Marie Curie

Job Description

Job title	Senior Administrator
Directorate	Caring Services
Reports	Flexible (depending on location / service and structure)
Accountable	Head of Operations
Salary:	Marie Curie Clinical Pay Scale Band 3

Organisation purpose
Everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them. Marie Curie will lead in end-of-life experience to make this happen.

Marie Curie Values
Marie Curie is committed to its values, which will underpin your work. As a Marie Curie employee, you will be expected to behave in a way that is: **Always compassionate**
Connecting and empathising with people, starting with each person's needs, respecting them, and treating them with dignity, and supporting people's choices and decisions
Making things happen
Being clear and straightforward, listening so that we can understand and do the right thing, and being prepared to speak up and challenge on people's behalf **Leading in our field**
Building on our unique skills, expertise, and experience, sharing, innovating, and partnering, and always seeking to improve in everything we do **Putting people at our heart**
Valuing every individual, hearing, and respecting all views and expectations, bringing people together and building relationships

Job Purpose/Summary
The Senior Administrator will provide day to day management of the clerical and office support team which they work within, as well as providing an efficient and effective administration service which includes complex minute production and obtaining and utilising data. This role may involve higher level secretarial support to clinicians and involve liaison with patients and carers.

Key Relationships

- Administration team
- Place based managers, clinicians and leaders
- Wider place-based team
- External contacts
- Volunteers

Accountabilities (Duties & Responsibilities) Administration

- Provide a high level of administration support with consistent and accurate outputs which may have short deadlines or include complex data. This may include typing, proof reading, filing and onward distribution of information.

- Support managers and leaders to deliver services effectively by creating agendas for meetings, production of accurate minutes, bookings of meetings and creation and maintenance of action logs.
- Support managers and clinicians as requested with creation of correspondence to internal and external contacts which may include sensitive patient and / or personal information.

- Maintaining confidentiality at all times, support managers with the day-to-day operation of the services which may include adding data onto IT systems, maintaining accurate records, planning appointments, and maintaining personal diaries.
- Support managers with delegated tasks regarding people management which may include support at HR meetings to provide accurate minute taking and administration support.
- Use Microsoft applications including Word, Outlook, Excel, and MS Teams on a regular basis.
- Produce and populate reports from various Marie Curie systems including people / patient / operational and quality data.
- Use clinical systems to manage patient flow, ensure appointments are arranged in a timely manner and oversee that data is complete in order for reporting to be accurate.

Resources

- Use secretarial and charity resources wisely and in line with sustainability principles.
- Responsible for stock control of resources within the administration team including ordering of stationary supplies.

Management

- Provide day to day oversight of the administration team which may include short term staffing arrangements, allocation of breaks and work duties to junior staff, being point of contact in the absence of the Administration Team Manager.
- Provide basic line management responsibility for junior staff including day to day oversight, work allocation, 1:1 meetings. Any more complex tasks e.g., sickness management / appraisal will take place in conjunction with the Administration Team Manager.
- Take on delegated tasks from managers / clinicians / leaders relating to personnel management e.g., obtaining and sharing recruitment information, support with developing induction plans for new starters etc.

Communication

- Effectively communicate with peers, managers and leaders, patients and relatives and other staff using verbal, written and typed communication.
- Take telephone queries from internal and external contacts and accurately record, relay and respond to messages, providing non-clinical advice when able to do so.

Personal and Team Development

- Participate in annual appraisal and identify appropriate areas for development learning.
- Support newly appointed colleagues and / or volunteers
- In conjunction with the Administration Manager, support the team to deliver a high-quality service.
- Provide cover for colleagues when required.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds, or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all information governance, privacy and security policies, standards, guidelines, and procedures; practice and promote secure behaviours.
- To be aware of the Charities Business continuity and emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- Adhere to all Marie Curie policies and procedures at all times.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.

- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Maintain regulatory registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).
- Actively committed to Marie Curie's values, role models behaviours with authenticity and purpose

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Marie Curie	**Marie Curie** **Person Specification**

Job title: Senior Administrator

Criteria	Essential	Desirable	How assessed
Know how to	• Work to deadlines which may change regularly • Use of IT equipment • Work independently with minimal direction • Prioritise own workload • Communicate effectively Support and motivate a team		CV/ Interview/ Presentation
Knowledge and understanding	• A recent knowledge and understanding of administrative procedures • A working knowledge of all Microsoft systems	• Understanding of palliative care • Use of clinical systems • Understand medical terminology	CV/ Interview/ Presentation
Values	• Honest • Kind • Caring • Empathetic		CV /Interview
Qualifications, training and education	• GCSE English and Maths (or equivalent) to level 4/5 or equivalent.	• Apprenticeship Customer Service or equivalent • Audio typing qualification or experience • Educated to A Level or equivalent	CV /Interview
Experience	• Working within an administration role	• Work to deadlines which may change • Supporting other staff to deliver a service	CV /Interview
Other requirements	• Self-motivated • Committed to own personal and professional development • Ability to work flexibly to meet service needs • Values and respects the different cultures and beliefs of patients and colleagues		CV /Interview

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities or practical local geographic nuances (e.g., areas where driving is not the usual mode of transport)