



**St Joseph's
Hospice**
Serving East London
and the City

People Administrator

Vacancy Information Pack



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St Joseph's Hospice
Your local hospice.
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Benvenuto

St Joseph's Hospice
RECEPTION



St. Joseph's Hospice

Welcome to St Joseph's Hospice
Supporting the people of East London since 1905
Quality
Committed to celebrating and promoting diversity and inclusion

This way to Reception

CLOTHING BANK



5
Car park speed limit



A Message from Our CEO

Hello,

I'm delighted that you're interested in joining our team at St Joseph's Hospice. Founded in 1905 by the Sisters of Charity, St Joseph's is one of the oldest and largest hospices in the UK. We're proud of our long history and the vital role we play in providing specialist palliative care and support to people in our community who are living with life-limiting illness, all completely free of charge.

Working at St Joseph's means being part of a compassionate and dedicated team who care deeply about making a difference. Every person here plays a vital role in helping us deliver our exceptional care - not just to our patients, but their loved ones too. St Joseph's Hospice is committed to celebrating and being diverse and inclusive and maintaining a culture of equity.

Our Hospice is constantly evolving and adapting to meet the changing needs of our core boroughs, City and Hackney, Tower Hamlets and Newham. Having new people see us through fresh eyes always provides a welcome opportunity to reflect on our work and culture. We'd be thrilled to have you on board, helping us continue the important work we do for the people who need us long into the future.

Warm wishes,

Rachel

Dr Rachel Black,
CEO



Our Mission

Our Mission is to provide compassionate, specialist palliative care to people in the diverse community of East London who are living with life-limiting illness.

We treat each person as unique, encouraging and enabling them to reach their full potential until the end of life.

Our care is provided free of charge to those who need it, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, sex and sexual orientation.

We listen to the patient and their family so that we can work together to manage pain and distress whether physical, mental, social or spiritual.

We encourage openness and honesty in communication to create an atmosphere of comfort and safety whether in the Hospice, in the patient's home or in the community.



Our Core Values

Our five Core Values are fundamental to how we live and work at the Hospice. We constantly strive to improve by using our Values for guidance with regard to decision-making, ensuring quality, justice, compassion, advocacy and respect for all in relation to our patients and each other.



Respect for Human Dignity

We respect human dignity when we:

- Respect the sacredness of life
- Care for the whole person
- Demonstrate unity of purpose, while recognising individual differences
- Value each person's contribution
- Act in a culturally appropriate manner

Service/Quality

We provide service when we:

- Create an environment of welcome and hospitality
- Promote quality care and excellence
- Encourage and demonstrate team spirit
- Recognise the value of individual initiatives and ideas
- Show openness to constructive criticism and feedback

Care of the Poor and Vulnerable/Advocacy

We care for the poor and vulnerable when we:

- Listen attentively to identify unmet needs
- Respond in a practical way to those in need
- Collaborate with others to share resources
- Create access to needed services
- Provide basic resources for daily living to those in need

Compassion

We show compassion when we:

- Act with understanding and sensitivity
- Work cooperatively with others
- Are available to those we serve and to each other
- Respect and nurture the environment

Justice

We promote justice when we:

- Act with integrity
- Respect the rights of others
- Take responsibility for our actions
- Preserve resources
- Provide quality without extravagance
- Demonstrate fairness in decision making

Job Description

Job Title: People Administrator

Reporting to: HR Services Manager

Working pattern: 37.5 hours (Hybrid – 1 day WFH)

Contract: Permanent

Annual leave: 27 days + Bank Holidays

Salary: Band 3 £27,152.71 - £30,443.60 pa

Apply for this role online:

<https://stjosephs.ciphr-irecruit.com/Applicants/vacancy>

Job Purpose

As a central part of the People Team, the People Administrator helps keep everything running smoothly behind the scenes.

Acting as the first friendly face for staff and managers, the postholder supports day-to-day administrative operations while working closely with the Business Partners to create a positive, people-first experience across the organisation aligned with the Hospice's values.

During an exciting period of development within the HR function, the People Administrator will also play a key role in supporting the implementation and day-to-day management of systems. The postholder will support in navigating new processes and tools, while showing enthusiasm for learning and adopting new ways of working.



Key Responsibilities

HR Team and Service Support

- Act as the first point of contact for all queries (phone, email, in person) escalating where necessary.
- Monitor shared and team inboxes, providing administrative support to the HR team.
- Build and maintain positive working relationships across the hospice.
- Support the Business Partners in all areas of People delivery including policy updates and audit process.
- Coordinate, arrange and take minutes at key meetings.
- Manage stationery and stock supplies for the People Team.

Recruitment and Onboarding

- Draft and publish job adverts and vacancy packs to internal and external platforms.
- Assist hiring managers with shortlisting, interview scheduling, and candidate communications.
- Carry out all pre-employment checks, including references, DBS, right-to-work, and Occupational health.
- Prepare offer letters and contracts of employment.
- Add new starters to the HR System and order fobs and name badges.
- Organise and deliver new starter inductions.

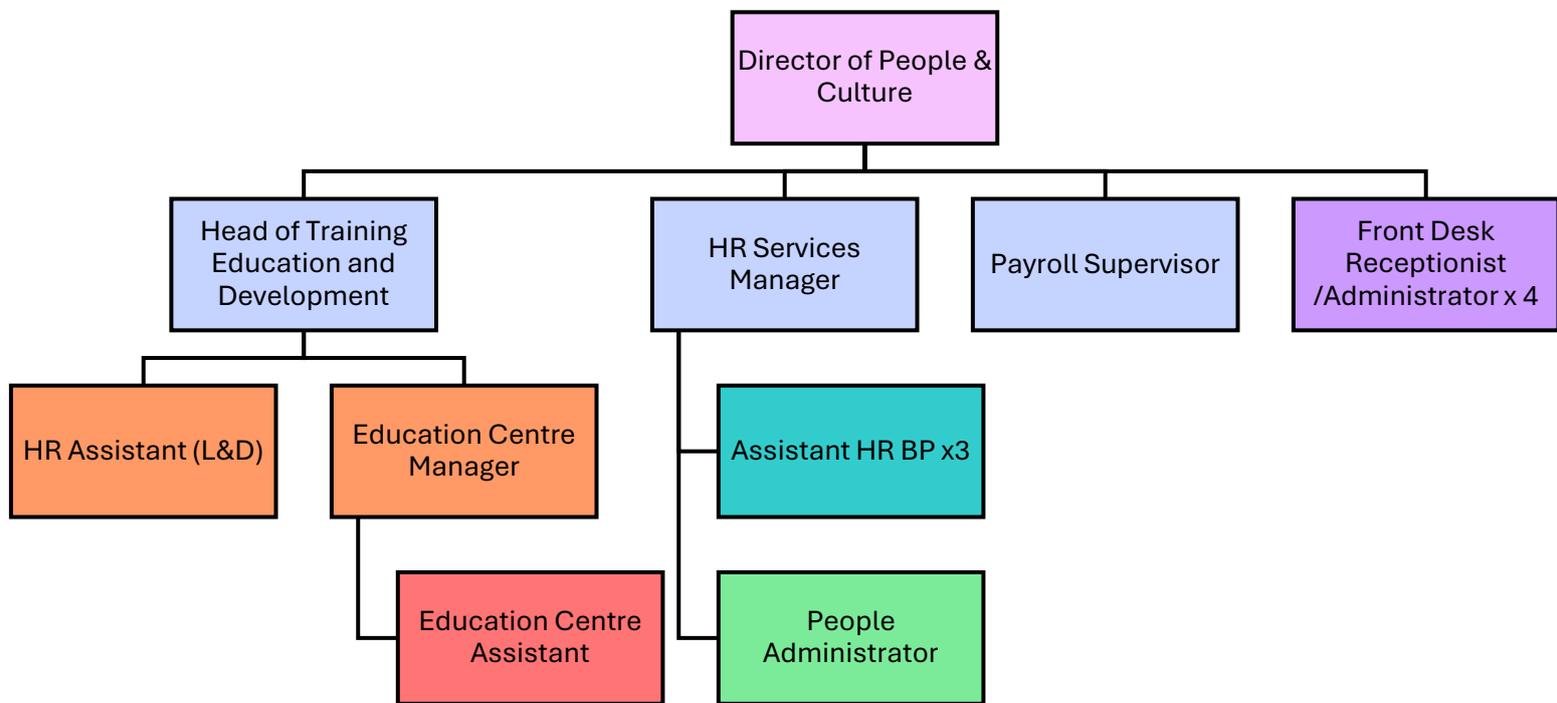
Systems and Administration

- Maintain accurate personnel records in line with GDPR and hospice procedures.
- Manage key compliance tasks including DBS renewals, right-to-work checks, and professional registration monitoring.
- Report on key metrics.
- Maintain the People Portal and rota management system.
- Process payroll changes including starters, leavers, absences, contractual changes and other miscellaneous updates.
- Produce and issue routine communication (maternity, leaver, probation letters).
- Manage employee benefits and general employee administration queries.
- Track and support performance review and probation processes.
- Support managers with absence management administration, escalating complex matters to the Business Partners.

Person Specification

Criteria	Essential	Desirable	How Tested
Previous experience as an administrator and an eagerness to learn.	✓		Application Form/Test
Previous experience working within a HR/People Team.		✓	Application Form
Ability to handle confidential information with discretion and professionalism.	✓		Interview
Confident in using Microsoft Office packages and able to learn new IT systems.	✓		Interview/Test
Excellent written and verbal communication skills, with the ability to confidently engage effectively with staff at all levels.	✓		Application Form/Interview
Good organisational skills and ability to manage multiple tasks in a fast-paced environment.	✓		Interview/Test
Effective team player.	✓		Interview
Commitment to upholding the Values of St Joseph's Hospice.	✓		Application Form/Interview
Comfortable working in a hospice environment and demonstrating empathy and respect for its ethos and community.	✓		Interview
Commitment to Equality, Diversity and Inclusion (ED&I) and a willingness to learn about this on an ongoing basis.	✓		Interview

Department Structure



Employee Benefits

Employee Assistance Programme

The Employee Assistance Programme is a free, confidential helpline giving staff unlimited access to advice, information and support to deal with a variety of personal, domestic or professional issues that may be impacting you at work. The service is available 24/7, 365 days a year. Simply call **0800 028 0199** or download and sign up for the Wisdom app, using the organisational code MHA089998.

It helps you in tracking your health, includes fitness programmes, meditation, recipes, breathing exercises and much more.



Freedom to Speak Up

Speak up – we will listen.

In accordance with our values as a Hospice and our duty of candour, our senior team and entire board of trustees are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

You can contact The Freedom to Speak Up Champions or send an email at freedomtospeakup@stjh.org.uk

Education and Learning

Your training and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service and playing a vital role in the organisations success.

We provide induction, statutory and mandatory, and on-the-job training. We also support independent study, coaching and mentoring, external training and e-learning, and we have a wide variety of resources available to assist your development.



Pension

We currently offer a private pension with Standard Life. This operates on a salary exchange basis, which means your contributions will be taken out before tax so you will therefore be paying less tax at the end of the month. If you contribute the minimum of 5% then we will contribute 3%. If you contribute 6% or more we will contribute 7.5%. Speak to Payroll for further info.

If you opted out of the pension scheme during your on-boarding, you may be auto-enrolled after 3 months of service as this is a legal requirement. Once you get auto-enrolled you will have 30 days to opt-out in order to get back your contribution the following month.



BHSF Health Cash Plan

BHSF is a health cash plan designed to help you reclaim money towards everyday healthcare costs, such as prescriptions, dental treatment, eye care, and complementary therapies.

When you start your employment, you'll receive an email containing your BHSF policy number and instructions on how to set up your account. If you've misplaced your policy number, please contact HR for assistance. You can also find full details about the plan on the Loop, just search for "BHSF".



Benefit Hub

- We have a Benefit Hub with a wide range of discounts for many different products
- For quick access to the Benefit Hub go onto the Loop, toggle over the coloured squares on the left hand side and click on the pink square named "Benefit Hub"
- To sign up please fill in your details and the organisation referral code which is 83UX5A

Loans

- Welfare Loans, To help if you have financial difficulty, up to £2.500
- Travel, Season Ticket Loan

Free Santander Bike Hire

50% discount on annual subscription.

Ride to Work Scheme

Save up to 42% on your new bike.

Life Assurance

Pays 2x salary to your nominated beneficiary on death in service.

Occupational Health

Prestige provide Occupational Health services for the hospice. The purpose of Occupational Health is to protect you, our staff, and ensure that the work you do does not in any way damage or compromise your health.

Blue Light Card

Access to all staff to the Blue Light Card discount scheme giving you big savings on the brands you love and more.

Accommodation

Affordable on-site accommodation available.



Keep Up to Date

You can stay up to date with all our current vacancies on iRecruit and discover how you can make a real difference to the lives of people affected by serious, long-term illness by joining the St Joseph's team.

Visit our website for the latest job opportunities:
www.stjh.org.uk/jobs

Get in Touch

If you have any questions about your application, please contact our Recruitment Team at Recruitment@stjh.org.uk

You can also keep up with the latest news and updates from the Hospice on our website and social media channels:

Website: www.stjh.org.uk



Facebook: [@StJoHospice](https://www.facebook.com/StJoHospice)



Instagram: [@stjohospice](https://www.instagram.com/stjohospice)



LinkedIn: [St Joseph's Hospice](https://www.linkedin.com/company/st-josephs-hospice)



X (Twitter): [@StJoHospice](https://twitter.com/StJoHospice)



YouTube: [St Joseph's Hospice London](https://www.youtube.com/StJosephsHospiceLondon)

Contact Details

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