**Role description**

**Position Title:** Administrative Assistant

**The purpose of this role is:**

To work with the Beaumond House team to maintain the standard of excellence to ensure that the philosophy and values of Beaumond House Community Hospice are met.

A major part of this role is to provide support the Chief Executive and Head of Clinical Services with administrative tasks.

**Responsibilities & Duties**

* Accurately type letters, reports, policies, tables, graphs and minutes of meetings
* Take phone messages and assist with responses
* Assist with diary management
* Organise administrative systems to aid everyday working
* Practically organise the files and filing system including electronic files
* Attend induction training, annual mandatory training, and any other appropriate recommended training.
* In all actions undertaken, have regard for the hospice reputation.
* To ensure that the dignity, safety and confidentiality of all patients is respected at all times and that all patients receive the highest possible standard of physical, psychological and spiritual care.
* To comply with safe use, storage and destruction of documentation.
* To be self-aware of demands of role and seek out support if required.
* To communicate effectively and sensitively with patients, carers, staff and the wider team to ensure confidentiality is maintained in all channels of communication.
* To comply with relevant Beaumond House Policies and Procedures.
* To undertake other duties as directed.
* Infection Control **-** To help maintain a clean, safe environment, ensuring adherence to Beaumond House’s standards of cleanliness, hygiene and infection control.
* Safeguarding **-** Beaumond House is committed to safeguarding and promoting the welfare of vulnerable adults.  All staff and volunteers are therefore expected to behave in such a way that supports this commitment.
* Health and Safety **-** To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To adhere to Beaumond Houses policies and procedures with regard to health and safety matters, where applicable. To report any accidents or dangerous incidents to their immediate manager as early as possible and submit a completed accident/incident form if necessary. To use protective

clothing and equipment where provided, where applicable

**Skills Required**

* Good telephone and interpersonal communications skills
* Competence with Word, Excel and Powerpoint
* The ability to work as part of a team and a respect for all other individuals.
* Flexibility, excellent listening skills and an ability to build a rapport with others and a friendly and sensitive approach.

**What we ask of you**

* That you have a positive and proactive approach
* That you are confident and trustworthy

Here at Beaumond House we are committed to providing training and development opportunities to all of our staff and volunteers.

**Beaumond House Vision and Values**

**Our Vision** is to achieve: ‘Outstanding hospice care, enabling our local communities to live well and die well’

**Our Mission** (Purpose) is: ‘Personalised care for you and your family when every moment matters’

**Our Values** (Guiding Beliefs) are:

PATIENT CENTRED, WE ‘GO THE EXTRA MILE’ - Every life matters and every moment matters - patients and their families and friends are at the centre of everything we do

VALUE & SUPPORT OUR PEOPLE – All of our people are important and highly valued, and we support and develop them to be at their best

OPENNESS & HONESTY, CREATING A SAFE ENVIRONEMENT - We provide a safe environment in which feelings may be openly expressed and acknowledged with sensitivity and honesty

COLLABORATION - We provide a unique and special range of services, in collaboration with our partners in the End of Life Together Alliance

EFFICIENCY, CARING, PROFESSIONAL - We provide good stewardship of our resources and operate in a professional, caring, and efficient way

**PLEASE NOTE:**

All roles are subject to receipt of satisfactory references. Roles may be subject to enhanced Disclosure & Barring Service checks.

This Job Description is intended as a guide only and is not an exhaustive list of duties. It is subject to periodic review with the post holder