

## **JOB DESCRIPTION – Information and Administrative Assistant**

<b>LOCATION</b>	Office based with occasional UK travel (when possible)
<b>RESPONSIBLE TO</b>	Projects Manager
<b>DIRECT REPORTS</b>	None

### **PURPOSE OF POST**

There are two key purposes of the role of the Information and Administrative Assistant:

1. To undertake a range of administrative duties on behalf of members of the Practice and Service Development (PSD) team.
2. To support the PSD team to grow the Family Support Hub and provide support in the delivery of information and administration for our services for both families and children's palliative care professionals, ensuring that high quality information is provided to families and the professionals who care for them.

### **DUTIES AND RESPONSIBILITIES**

1. Respond to general enquiries (by phone or email) that come through to the PSD team and pass on messages as appropriate.
2. Deal with requests for our resources, sending out the materials, maintaining appropriate records on our database systems and managing the stock levels of all our publications.
3. Maintain up to date and accurate contact lists on our database.
4. Ensure that our online service directory is kept up to date with details of children's palliative care services across the UK.
5. Undertake duties to support the promotion and marketing of our resources for families and professionals including mailing out materials and attending public events (when possible) to promote our work.
6. Work with the team to support the production and review of our family newsletter and other family resources, such as our family factsheets.
7. Review contact details and links within published and online publications when they are reviewed to ensure that the information remains up to date.
8. Carry out administrative duties to enable families to benefit from direct support opportunities that may be available to them (eg processing of grant applications, booking of accommodation/travel).
9. Organise events for the PSD team, for example liaising with venues, managing bookings and dealing with enquiries from delegates.
10. Carry out administrative duties as needed to support the work of the wider PSD team.
11. Actively contribute to PSD team meetings and to wider organisational meetings and events where appropriate.

**PERSONAL SPECIFICATION**

<b>QUALITIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	A level or equivalent	Health or social care or qualification
<b>Experience</b>	<p>Providing information to a range of service users</p> <p>Keeping records and producing reports</p> <p>Providing administrative support to a team</p> <p>Events organisation</p>	<p>Knowledge of data protection and confidentiality protocols</p> <p>Managing levels of stock</p>
<b>Skills &amp; Abilities</b>	<p>High level of IT ability</p> <p>Confident telephone manner</p> <p>Excellent writing skills; able to write in different formats and to a range of audiences.</p> <p>Confident face-to-face communicator</p> <p>Ability to input into and interrogate databases</p> <p>Ability to prioritise workload in a demanding environment</p> <p>Good organisational skills</p>	<p>Updating web copy using WordPress</p> <p>Writing of articles</p>
<b>Personal Qualities</b>	<p>Ability to work effectively in a team and as an independent worker</p> <p>Comfortable engaging with new audiences</p> <p>Good time management</p>	