



JOB DESCRIPTION: Administrative Assistant

ACCOUNTABLE TO: Volunteering Services Manager

OVERALL PURPOSE: To assist in providing a high quality administrative support to Trinity Hospice

Main Duties of post

1. Assist with the recruitment process for volunteers for both the Hospice and retail shops which includes interviewing, processing pre-employment checks, ensuring induction and training is in place within each Department.
2. Maintaining and inputting of data onto various databases, running various reports from the data as required.
3. Auditing / analysing data.
4. Assist with the organisation of meetings and volunteer events, ensuring catering and facilities are arranged, attending if required to provide support with some of these events potentially being outside of normal working hours.
5. Taking initiative in relation to general office and administrative duties and acting in the most appropriate way to resolve any issues that may occur.
6. Work flexibly to meet the needs of the department including outside normal working hours if required i.e. to support Fundraising events.
7. Contribute to the drafting of policies and procedures.
8. Minute taking at volunteer meetings or other organisational meetings as required.
9. Develop and maintain effective partnership working with other key departments.
10. To undertake general administrative work as appropriate for the Hospice when required.

General Responsibilities

11. Maintain the strict confidentiality of all information acquired especially with regard to patients and staff.
12. To undertake all mandatory training as required by Trinity and participate in appropriate in-service training as and when required.
13. To undertake an appraisal and personal development review annually and through self-development, continuously update and improve knowledge and competencies.
14. To take responsibility for being up to date with current policies and procedures and to adhere to these.
15. Co-operating fully in the introduction of any new technology and new methods as appropriate.
16. To ensure the effective use of Hospice Resources.
17. To promote, at all times, the Hospice philosophy and uphold the Trinity values.