



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

t. 01782 344 300 f. 01782 300 344

<b>Job Title:</b>	Assistant to the Hospice Board
<b>Responsible to:</b>	CEO
<b>Accountable to:</b>	CEO
<b>Published:</b>	July 2022
<b>Last Updated:</b>	July 2022

## Department Function:

To provide administrative support to the CEO, Directors and Board of Trustees. Being the key point of contact for the Board ensuring all documents are uploaded and available to them in a timely manner. Supporting and delivering internal communication to all sites through the organisations intranet.

## Job Summary:

To provide administrative support to the CEO, Directors and Board of Trustees. Being the key point of contact for the Board taking minutes of meeting and ensuring all documents are uploaded and available to them in a timely manner. Responsible for supporting internal communications throughout the organisations, including updating of the intranet.

## Duties & Responsibilities:

- To provide comprehensive administration support to the CEO including effective diary management.
- Diary management of the Directors team calendar ensuring up to date with individual calendars.
- Arranging and attending Board meetings as required including booking rooms, preparation of agenda, taking and transcribing minutes of Board meetings, initiating action on identified issues as appropriate.
- On behalf of the CEO, as Company Secretary, ensure the information held on the Companies House and Charity Commission websites is up to date and reports are completed and submitted in line with required deadlines.
- Maintaining the trustee website ensuring documentation and information is uploaded regularly and is up to date in preparation for board and subcommittee meetings.
- Co-ordinating the yearly trustee review meetings on behalf of the Chair with all Trustees to ensure they are completed within the agreed timeframe.
- To update the HR system (cascade) for the CEO and Directors, uploading OPD's, approving holidays requests, updating sickness absence records.
- Draft letters and documentation in word, produce power point presentations as requested.
- Reviewing and updating the internal intranet site ensuring it is up to date and fit for purpose and easy to use for all staff.
- Arranging, promoting and organising attendance at working together sessions.
- Arranging the AGM, writing to all members, maintaining member's details, booking the rooms, preparing the agenda and taking the minutes.
- Co-ordinating with trustees regarding Board sub-committees ensuring relevant documents are uploaded in a timely manner.
- Order stationary and office supplies, maintaining a stock of standard equipment.

## Are you interested?

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

Registered Charity No: 1071613 Company No: 03615904



## Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

## Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

## Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

## Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

## Are you interested?

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

Registered Charity No: 1071613 Company No: 03615904



<b>Person Specification:</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	- High level of literacy and numeracy.	<i>Minute taking qualification</i>
<b>Experience</b> <i>Type and level of job-related experience required (expressed as additional/or alternative to qualifications above).</i>	- 3/5 years' experience and proven ability in an administrative role.  - Minute taking experience  - Experience of working in a multi-disciplinary team	<i>Previous experience of supporting at a senior leadership level.</i>  <i>Experience of working in a healthcare environment.</i>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	- Excellent organisational skills and ability to prioritise effectively - Strong IT skills including all Microsoft office packages. - Ability to take accurate minutes and process them in a timely way. - Excellent electronic diary management and time management skills. - Ability to relate to staff at all levels. - Ability to recognise the importance, confidentiality and sensitivity of issues and act with discretion.	- <i>Knowledge of working within a healthcare setting</i>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	- Demonstrate high levels of communication skills to liaise at all levels. - Positive and flexible approach to working in a team and supporting other team members - Flexibility towards the changing needs of the role. - Ability to work independently and prioritise tasks to meet deadlines.	
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	- Due to the nature of the workplace, unless you are medically exempt, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status upon successful offer of employment as part of the pre-employment checks. (for more information please contact the HR Team) - Commitment to own continued personal development	

**\*National Qualification Framework**

	<b>National Qualifications Framework</b>	<b>Framework for Higher Education levels (FHEQ)</b>
8	Specialist awards	Doctoral (D) - Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M) - Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H) - Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I) - Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C) - Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels	
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C	
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G	
Entry	Entry Level Certificate in Adult Literacy	

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

Registered Charity No: 1071613 Company No: 03615904

