



**Job Title:** Living Well Team Administrator

**Salary:** £21,118 per year (pro rata))

**Location:** Bray Lake, Maidenhead

**Hours:** 30 hours per week, 08.30am to 4.30pm Monday to Thursday

**Reports to:** Project Lead - Community Services

**Purpose of Job:**

**You will be responsible for the smooth administration of the Living Well Service (Day Therapy, Complementary Therapy, Physiotherapy and Lymphoedema Therapy), this will require excellent communication skills, and for you to be well organised, and be self-motivated.**

**You will be the first point of contact for patients, clients and volunteers on reception and on the telephone during normal working hours (0830-1600)**

**Main Tasks for all Living Well Services:**

1. Be a point of contact for patients, clients and volunteers, in the office and on the telephone during normal working hours (8:30am-4:30pm).
2. Working with all Team Administrators to provide a full administration and reception service on behalf of the Living Well day services teams.
3. To arrange appointments and referrals for patients and their families.
4. To work with the Single Point of Access administrators to ensure services run smoothly
5. To maintain excellent records for appointments, information and referrals and produce accurate and timely data on the central EMIS system. Activity to include drafting letters and updating team databases.
6. Support the Project Lead and Head of Volunteering to organise statutory and mandatory training for volunteers, ensuring up-to-date training records are maintained.
7. Complete timely monthly metric information for Living Well Services.
8. Provide Excel spreadsheets, written reports and develop PowerPoint presentations, as required.
9. Be responsible for organising all operational aspects of the Living Well weekly volunteer driver rota and booking process, ensuring accurate and up-to-date booking records are maintained.
10. Prepare an up-to-date, six-weekly, Living Well activity schedule
11. Check stock levels for all teams and place reorders as required
12. To be a fire Marshall for the Paul Bevan centre
13. Attend to any other duties relating to this post, as required.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

**Our Values**

Our values are the essence of our culture and inspire our behaviour. They are:

**Compassion** – we treat everyone with kindness and compassion, providing a secure and caring environment

**Ambition** – our desire and determination to succeed in meeting the growing needs of our local community

**Respect** – we believe in treating everyone with dignity and respect

**Excellence** – we are committed to delivering and demonstrating excellence in everything we do

## **Person Specification:**

**Please note that all criteria are essential unless otherwise stated**

### **1. Specialist Knowledge and Experience**

- 1.1 Proficient in the use of Microsoft Word, Excel and Outlook
- 1.2 Experience of working in administration providing support to a team of people
- 1.3 Experience of working in a healthcare environment (desirable)
- 1.4 Experience of using database systems
- 1.5 Willingness and ability to demonstrate commitment to Thames Hospice Values

### **2. Organisation**

Ability to organise time effectively, create work schedules, prioritise workload and meet deadlines

### **3. Using Initiative**

- 3.1 Able to take responsibility for own actions and ability to implement effective administrative processes and make decisions without referring to others
- 3.2 Self-motivated and deadline driven with attention to detail

### **4. Resilience**

Ability to remain calm and self-controlled under pressure

### **5. Communication**

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience

### **6. Team Working**

Ability to develop effective and supportive relationships with colleagues

### **7. Patient & Client Focus**

Able to put the patient/client first and work hard to meet their needs

### **8. Building Relationships**

Ability to quickly build a rapport and establish professional relationships with others, based on trust and understanding

### **9. Problem Solving**

Ability to respond to basic queries by following established procedures, and refer on when appropriate

## **Special Conditions**

Appointment is subject to an Enhanced Disclosure and Barring Service check and the successful applicant must be double vaccinated for Covid