



## **Job Description**

<b>Job Title</b>	<b>Corporate Support Services Administrator</b>
<b>Responsible to</b>	<b>Head of Corporate Support Services</b>
<b>Salary</b>	<b>£24,570 WTE (£13,104 pro rota)</b>
<b>Hours</b>	<b>20 hours per week (across 3 days - Tuesday 12pm-5pm, Thursday &amp; Friday -9am-5pm)</b>
<b>Location</b>	<b>Blackburn</b>

## **PURPOSE**

To work with the Head of Corporate Support Services to provide a wide range of general administrative support, including recruitment administration, formatting documents, mandatory training, data inputting, stationery orders, working with volunteers, hospice-wide, and reception support.

## **KEY PERFORMANCE AREAS**

- Work with the Head of Corporate Support Services and under your own initiative to ensure the corporate support office runs efficiently and effectively with everyone across the hospice
- Work at the hub of the hospice with the Corporate Support Services, helping support the constant stream of people needing help and support
- Provide professional, effective and responsive communication, face to face, by telephone and through email
- Contribute to the ordering of stationery and printing of documents
- Format letters to a professional organisational standard
- Provide admin support to help organise a 6-monthly volunteer conference call
- On a daily basis, prioritise and manage the administration workload with the Head of Corporate Support Services
- Support the Head of Corporate Support Services with general administration and ad hoc tasks as required
- Help support the department to cover and close the reception
- Blue Stream, our HR system, which will need to be accurately kept up-to-date with all staff and volunteers' information.
- Ensure that the office area and own workstation are compliant with health and safety requirements and well-maintained.

## **PROFESSIONAL RESPONSIBILITIES**

- Maintain appropriate and respectful professional relationships with colleagues and volunteers
- Exercise good personal time management, punctuality, appearance and consistent, reliable attendance
- Act as an ambassador for the East Lancashire Hospice, promoting at all times our vision, which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our

values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.

- Ensure that personal actions and conduct align with hospice policies and procedures
- Ensure effective use of hospice resources.

#### **PERSONAL DEVELOPMENT**

- Access Blue Stream mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills

#### **STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties, ensuring compliance with the Data Protection Act, Caldicott principles and Information Governance best practice guidance as identified in our policies, which form part of your induction training.
- Report any hazards or incidents in accordance with the Health, Safety, and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals, promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

#### **WORKING HOURS**

- The post holder will work 20 hours (across 3 days, Tuesday 12pm-5pm, Thursday & Friday -9am-5pm) per week. These will be worked according to suit the needs of the business and the post holder. The role will be based at the hospice in Blackburn.

#### **NOTES**

This job description reflects how the post currently meets the needs of the service. Since the Hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at your annual PDR and may change as is deemed necessary.

#### **EQUALITY AND DIVERSITY**

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

---

#### **ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....

**SIGNED:** .....

**DATE:** .....

# EAST LANCASHIRE HOSPICE

## Person Specification

Date: January 2026	Post: Corporate Support Services Administrator	Recruiting Manager: Head of Corporate Support Services		
	Criteria	Essential	Desirable	Tested By
<b>Experience</b>	<b>E1</b> Proficiency in the use of Microsoft applications and the use of IT telephone systems	✓		Application, Interview
	<b>E2</b> Administrative experience, including use of telephone systems		✓	
	<b>E3</b> Recruitment experience		✓	
<b>Qualifications</b>	<b>Q1</b> English at Grade C GCSE or equivalent	✓		Application
<b>Knowledge</b>	<b>K1</b> Know how to use general office equipment for example photocopier and printer	✓		Application, interview
<b>Skills</b>	<b>S1</b> Clear accurate written and verbal communication skills	✓		Application, interview
	<b>S2</b> Effective listening skills	✓		
	<b>S3</b> Ability to speak clearly and effectively	✓		
	<b>S4</b> Good organisational skills and time management	✓		
	<b>S5</b> Able to use initiative to complete the objectives of the post	✓		
	<b>S6</b> Ability to use judgement and experience in helping to determine the relevant urgency of requests	✓		
	<b>S7</b> Be methodical and work to structure seeing problems through	✓		
<b>Personal Attributes</b>	<b>PA1</b> Understanding of confidentiality and discretion	✓		Application, Interview
	<b>PA2</b> Enthusiastic and motivated about the work of the Hospice	✓		
	<b>PA3</b> Willingness to adapt to change and reprioritise as appropriate	✓		
	<b>PA4</b> Professional attitude and appearance			
	<b>PA5</b> Team player with the ability to establish professional working relationships	✓		
	<b>PA6</b> Be understanding and approachable.	✓		