

## **Job Details**

**Job Title:** Quality & Development Assistant  
**Grade:** S2  
**Hours of duty:** 20 hours a week

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## **Organisational Arrangements**

**Accountable to:** Quality & Governance Manager  
**Other Accountabilities:** Practice Development Coordinator

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## **JOB SUMMARY**

To provide clerical and administrative support to the quality and governance and education departments within the Hospice by undertaking a broad range of duties as directed.

## **DUTIES AND RESPONSIBILITIES**

The post holder will:

1. Undertake appropriate delegated responsibilities from Quality & Governance Manager and Practice Development Coordinator.
2. Participate in the promotion of safety, well-being and interests of patients and all visitors.
3. Participate in the appraisal system.
4. Take responsibility for accurate data for Hospice computerised systems.
5. Assist the Quality & Governance Manager with issues relating to Hospice policies and assist the Practice Development Facilitator with education, learning and training administration.
6. Ensure that information processed for both patients and staff is kept accurate, confidential and secure in line with GDPR.
7. Ensure equal opportunity policies are adhere to.
8. Liaise with external bodies/contractors as required.
9. Plan, organise and prioritise own and departmental work and projects.
10. Undertake other duties as may be required and which are commensurate with post and grade.

## **EDUCATION AND TRAINING**

The post holder will:

1. Take responsibility for pursuing his/her own development with and agreed personal development plan.
2. Assist in teaching and supervision of other members of staff and volunteers.
3. Participate in orientation of new staff.
4. Attend all mandatory training/update sessions.
5. Be flexible in approach to organisation development.

## **CLERICAL RESPONSIBILITY**

The post holder will:

1. Record and maintain staff training records.
2. Order stationery/supplies as required.
3. Provide secretarial support to the Quality & Governance Manager and Practice Development Facilitator.
4. Ensure all issues relating to building policies are dealt with i.e. reporting of faults, services, contract renewals etc.
5. Bookings and use of Board room and Learning hub including preparation of invoices for charging when applicable including catering needs.
6. Provide administrative support for booking staff training including e-learning.
7. Maintain the department filing system, safe storage and inventory of all official records and accounts.
8. Photocopying, franking mail, dealing with incoming mail, laminating and shredding of documents.
9. Take minutes of meetings as required.
10. Develop and support internal databases including SyproCam and iCare.
11. Provide administrative support to the Facilities Department ensuring work requisitions are logged and filed appropriately.
12. Support the development of the learning materials.
13. Ensure the maintenance of the photocopier is kept up to date and act on any issues necessary.
14. Feedback as required to the Quality and Governance Manager and Practice Development Facilitator to ensure communication lines are effective.

**PERSON SPECIFICATION**

**JOB TITLE: QUALITY & DEVELOPMENT ASSISTANT**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
	The qualities without which a post holder would not be appointed.	Additional qualities which can be used to choose between candidates who meet all the criteria.	Application form/ Interview/ Certificate / Other.
<b>QUALIFICATIONS</b>	Good standard of education	ECDL, Business Administration, IT	Application form/ CV and certificates
<b>EXPERIENCE SKILLS/KNOWLEDGE</b>	<p>IT literate –able to use Microsoft Office Programs and email</p> <p>Ability to negotiate with outside contractors to achieve cost effective solutions for stationary and other relevant purchases</p> <p>Ability to communicate effectively</p> <p>Ability to prioritise workload, work under pressure and meet deadlines</p> <p>Able to deal with sensitive situations tactfully and in a confidential manner.</p> <p>Excellent organisational skills</p> <p>Prepared to work alone and act on initiative.</p> <p>Keen to participate in learning to enhance personal and professional development</p>		Application form/ CV and certificates
<b>OTHER</b>	<p>Forward planning</p> <p>Time management</p> <p>Highly motivated and enthusiastic</p> <p>Honest and trustworthy</p> <p>Able to work flexibly as required</p> <p>Upholding professional and corporate image</p>		Interview/ References

