



JOB DESCRIPTION

Job Title: Strategy and Development Administrator

Department: Strategy and Development Directorate

Reports To: Head of Strategy and Research Development

Hours: 30 hours / flexible

The Role

To support St Oswald's Hospice (SOH) by delivering an effective and timely administrative service to the Directorate of Strategy & Development, in accordance with St Oswald's Hospice's values and corporate governance arrangements.

Key Outcomes and Responsibilities

- 1. Deliver timely and effective administrative support.**
 - Undertake general administration for the Directorate.
 - Ensure coordination and administration of efficient systems for research and project management.

- 2. Maintain up-to-date and accessible research project documentation.**
 - Work with the Head of Strategy and Research Development to keep all research project applications, documentation, and contracts current and properly stored.

- 3. Contribute effectively to Directorate meetings.**
 - Provide meeting service skills for the Strategy & Development team, Strategy Group, Research Steering Group, and Research Operations Group meetings.
 - Assist in the timely provision of reports from the Directorate to required committees, such as the Board of Trustees, Hospice Management Team, and Clinical Governance and Quality Committee.

- 4. Support and enable project management through efficient data handling.**
 - Administer all project data to ensure appropriate input, processing, and management, supporting both time and financial management.

- 5. Efficiently manage research communication channels.**
 - Manage the generic email account for research and direct queries appropriately.
 - Administrate associated social media accounts (primarily Twitter), preparing social media messaging.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

RISK ASSESSMENT: The job exists within a good working environment (e.g., normal office conditions), and/or working from home. It involves little business driving.

DISCLOSURE / LEVEL: Enhanced DBS

PREPARED BY/ DATE: Amanda Lee

About you (the Person Specification)

Qualifications, Training and Education

At St Oswald's we recognise that not everyone gains their expertise via an educational route. You may have gained your experience through a combination of paid work, internship, and voluntary work. In the skills section you will see what we are looking for. As a guide we are looking for four or more GCSE/'O' level subjects at grade C or above including Maths and English or equivalent and an intermediate knowledge of MS office, including Teams, Word and Excel.

Experience

At least 2 years secretarial/administrative experience

Knowledge

Ideally you will have an understanding and experience of:

- Project management procedures
- Servicing meetings and committees
- The work hospices do and their relationship with the wider healthcare system
- Social Media Administration

Qualities & Skills

- Demonstrates effective organisation and problem-solving with a positive and adaptable approach.
- Works unsupervised while recognising the importance of seeking guidance for optimal performance.
- Maintains a consistently positive outlook, fostering an uplifting work environment and contributing to a constructive team atmosphere.
- Develops trusting, empathetic, and positive relationships with teams, promoting collaboration and effective communication at St Oswald's Hospice.
- Demonstrates the ability to analyse with great attention to detail
- Works well under pressure, efficiently managing a busy workload and identifying priority tasks.

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

Based at St Oswald's Gosforth Site with opportunities for a blended approach to home and office working.