

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Bank Education Events Assistant
GRADE	1
HOURS OF DUTY	Flexible to needs of service. Max 12 hours a week.
REPORTS TO	Sally Crawley, Education Events Coordinator
KEY RELATIONSHIPS	Education Events Coordinator, Head of Education and wider team
RESPONSIBLE FOR	Assisting with a programme of events; some are educational and others are venue hire/delegate support. Preparing a timetable to enable planning, with flexibility as some are short notice. Supporting the service to facilitate these events, ensuring food and hygiene procedures are observed.

JOB SUMMARY

Meeting all customers' needs when attending events or meetings at the Education Centre.

This includes all elements of hospitality and food and kitchen hygiene as well as maintaining stocks and assisting with minor administration tasks. Working closely and being directed by the Events Coordinator and being part of a busy team.

MAIN DUTIES AND RESPONSIBILITIES

- Setting-out and clearing away all food, crockery and tableware associated with all events.
- Maintain stocks of items required for making and serving refreshments, including kitchen items. This includes ordering the food from Caterlink.
- Maintain fridge and kitchen hygiene, including dishwasher and worktops.
- Load, unload and put away items from dishwasher.
- Wash-up some items by hand, when necessary.
- Collect food from Hospice kitchen, transporting safely using trolley/trays provided.
- Be available to provide refreshments at events, lunchtime and set out for afternoon or evening session.
- Complete required training on food hygiene and other relevant topics.
- Work alongside volunteers, giving support and guidance as necessary to complete tasks to a high standard.
- Report any difficulties to the Events coordinator or Head of Department, and liaise with education secretaries as required.
- Participate in discussions with colleagues to review and improve the service offered by the Education Centre.

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- Clear away food waste at the end of the day, placing black bags in bin area.
- To liaise with Events Coordinator on a daily basis to ensure all Study Days/Courses catering requirements are covered.
- Liaise with the hospice catering manager to ensure smooth and efficient catering provision between the kitchen and Education Centre.
- Answer telephone enquiries as appropriate and as instructed, and maintain an accurate record of all messages for staff or volunteers in their absence.
- Assist with minor administrative duties as requested e.g. photocopying; filing; distributing mail-shots and other promotional material; ensure Education notice boards are updated.
- To contribute positively to the life of the hospice and have an understanding of the importance of team working.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

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In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

BANK EDUCATION EVENTS ASSISTANT

E = ESSENTIAL	D = DESIRABLE	
Education & Training	E	D
<input type="checkbox"/> Willingness to learn all aspects of the role	E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Customer service skills, face to face and telephone	E	
<input type="checkbox"/> Food and kitchen hygiene, although training will be given	E	
<input type="checkbox"/> Efficient and organised approach to the work area	E	
<input type="checkbox"/> Monitoring of stock items and liaising with Events Coordinator to order	E	
<input type="checkbox"/> Attending to delegates needs	E	
<input type="checkbox"/> Working within a team and communicating effectively	E	
Experience		
<input type="checkbox"/> Team working and liaison with colleagues	E	
<input type="checkbox"/> Working flexibly	E	
<input type="checkbox"/> Working alongside volunteers	D	
<input type="checkbox"/> Working in the voluntary sector	E	