



All Ireland Institute of **Hospice and Palliative Care**

JOB DESCRIPTION & PERSON SPECIFICATION

BUSINESS SUPPORT OFFICER

1.0 WTE – Specified Purpose Contract

All Ireland Institute of Hospice and Palliative Care (AIHPC)

Job Title: Business Support Officer

Responsible and accountable to: Office Manager

Reporting to: Office Manager

Role and Function of the Administration Support

The Business Support Officer plays a key role in AIHPC providing full time reception duties and bookkeeping along with administrative support to the Office Manager, Director and wider AIHPC Team, as required.

The post holder is the first point of contact with the Institute for the general public, partner organisations, key stakeholders, suppliers etc. as an official representative of AIHPC. The Business Support Officer will use their own initiative to respond appropriately to queries and to filter enquiries as appropriate to the office manager or other team members.

The Business Support Officer will be required to conduct all assignments in a professional, courteous and confidential manner. It is expected the post holder will plan and organise their own work and determine the priority of tasks.

General Duties and Responsibilities

- Establish and maintain effective working relationships and appropriate communication networks with key stakeholders, both internal and external to AIHPC, and provide front of office reception to guests, greeting and looking after visitors or callers.
- Provide bookkeeping support including issuing invoices, recording income and expenditure on online accountancy software such as SAGE 50, reconciling bank/visa/petty cash accounts, preparation of expense claims, making bank payments in accordance with AIHPC Policy and supporting Director with preparation of quarterly and annual accounts.
- Liaise with auditors to support with annual audit and provide support to the Director/ Programme Managers in relation to compiling budget projections and detailed expenditure reports for submission as part of funding proposals and project monitoring returns to funders.
- Provide administrative support to the AIHPC Team including daily maintenance of office, communication systems, filing, correspondence, copying, attending meetings and generating meeting records. All administration tasks must be undertaken with a particular attention to accuracy, presentation and speed.
- Record and monitor staff annual leave and provide reports when requested to the Director.

- Support the planning and organisation of AIHPC meetings and events in collaboration with relevant team members. This includes responsibility for ensuring the events run smoothly such as venue bookings, catering, sourcing of materials, administration support, managing registration processes and attendance certification and booking online meeting systems (such as zoom) etc. as required.
- Take appropriate action in relation to mail/email, telephone and other enquiries to the office ensuring effective messaging transmission so that any necessary follow up actions can be undertaken.
- Ensure manual and electronic records including AIHPC Contacts Database and filing systems, are accurately maintained and stored in a safe and confidential manner in line with GDPR.
- Support the production of AIHPC's monthly newsletters including formatting the newsletter in an online system and supporting its dissemination.
- Provide website administration with focus on updating webpage contents (including AIHPC website, and The Palliative Hub sites) and provide day to day user support for the Institute's Learning Management System. Also lead on updating of AIHPC's Education Database and monitor and respond to the AIHPC's info@ email address.
- Order stationery, office materials, office supplies as required, ensuring value for money is maintained. In addition, liaise with Education Centre Manager regarding cleaning and maintenance services for the office space.
- Support the Office Manager and wider AIHPC Team staff in planning and implementing projects.
- Provide cover for the Office Manager duties while the Office Manager is on annual leave including acting as PA to the Director.
- Assist in the upkeep of AIHPC's policies and procedures including instruction notes for general office and Health & Safety records.

Health and Safety

- The post holder is expected to be familiar with the policies, practices and procedures of AIHPC and maintain a safe work environment in co-operation with the AIHPC Management Team.
- To work in a safe manner with due care and attention to safety of self and others and to report immediately to the Office Manager any accidents or incidents.
- To act as Health and Safety Officer/Occupational First Aid contact for AIHPC.

To perform such other duties appropriate to the post as may be assigned from time to time by the Office Manager or Director of AIHPC.

PERSON SPECIFICATION FOR ADMINISTRATION SUPPORT

FACTORS	ESSENTIAL	DESIRABLE (may be used for shortlisting)
Experience	<ol style="list-style-type: none"> 1. A minimum of 3 years relevant administration experience within the last 5 years 2. A minimum of 3 years relevant experience of bookkeeping and the ability to demonstrate a knowledge of bookkeeping practices/procedures 3. Experience with supporting event management 4. Experience in database entry and maintenance 5. Experience in SAGE 50 (or similar accountancy software), CRM Databases, Word, Excel and other Microsoft Office 365 products 6. Experience of reception duties and associated communication skills 	<ul style="list-style-type: none"> • A good understanding of palliative and end-of-life care • Experience in software such as Mailchimp, Survey Monkey and website administration in systems such as WordPress
Qualifications	<ul style="list-style-type: none"> • Microsoft certification and secretarial qualifications • Booking keeping qualification to QQI Level 6 	<ul style="list-style-type: none"> • Formal training in office management and secretarial skills
Core competencies	<ul style="list-style-type: none"> • Proven organisation and administrative skills • Demonstrate an excellent standard of verbal and written communication skills • Proven record of accuracy and attention to detail in record keeping and reporting • Ability to use own initiative yet know when to refer to senior staff 	
Transport		<ul style="list-style-type: none"> • Hold a current full driving license and have access to a form of transport to allow them to undertake the functions of the post

CONDITIONS OF APPOINTMENT:

WORKING BASE: This post is based in Dublin at the AIHPC Office, Education and Research Centre, Our Lady's Hospice & Care Services, Harold's Cross, Dublin 6W

SALARY SCALE € 35,000 – £40,000 per annum pro rata – Salary will be based on experience.

The post holder is required to pay to the Institute any fees or other monies (other than inclusive salary) payable to or received by the post holder by virtue of the appointment or in respect of services, which the post holder is required by or under any enactment to perform.

HOLIDAYS: 26 days per annum

HEALTH: A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre-employment medical.

CONTRACTUAL HOURS 35 hours per week. Given the nature of the post details of starting and finishing times may vary in accordance with Institute needs. There will be times when you will be required to work outside of the normal office hours.

The post will be filled on a whole-time specified purpose contract basis for 5 years or upon the termination of the Institutes lifespan, whichever comes first.

Superannuation:

The Institute will make a 7% contribution towards a pension scheme and employee contributions are mandatory at a minimum rate of 7% of gross basic salary.

Probation:

The person shall be on probation for a period of six months or such longer period as may be determined by the Director of the Institute from time to time and shall cease to hold office at the end of the period of probation unless during such period the Management Committee of the Institute certifies that the service in the office has been satisfactory.

Resignation:

The post holder must give not less than one months' notice, in writing, of intention to resign from the post.

Access to transport:

The role may involve some travel and the successful candidate should have their own transport available.

Expenses:

All expenses incurred related to travel and other work related expenses will be reimbursed on a vouched basis as determined by the policies of the Institute.

Other terms and conditions will be in line with the policies of the Institute.