



Bicton Heath, Shrewsbury, SY3 8HS

Re : PA to Director of Income Generation (Telford site). 12 month fixed term contract

This application pack contains the following information regarding the above mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **20th March 2019**. Interviews to take place on **26th March**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Taylor
HR Advisor

Severn Hospice

PA TO DIRECTOR OF INCOME GENERATION (BASED AT OUR TELFORD SITE). 12 MONTH FIXED TERM CONTRACT

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Not applicable

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The salary for this post is **£19,105 - £22,967 per annum** depending on experience. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

You will work 5 days per week (37 ½ hours) Monday to Friday.

7. HOLIDAY

You will be entitled to 26 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice's Equality and Diversity Policy is available upon request.

Severn Hospice

EQUAL OPPORTUNITIES APPLICANT MONITORING FORM

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for

Full name of applicant

Date of birth (age)

• **Gender**

- Do not wish to disclose
- Male Female Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight Bisexual Gay / Lesbian
- Any other sexual orientation – please specify

• **Religion or Belief**

- Do not wish to disclose
- Baha'i Buddhist Christian Hindu Jain Jewish
- Muslim None Pagan Sikh Zoroastrian
- Any other religion or belief – please specify

• **Ethnic Group**

- Do not wish to disclose

White

- English, Welsh, Scottish, Northern Irish, British Irish Gypsy or Irish traveller
- Any other White background – please specify

Mixed / multiple ethnic group

- White & Black Caribbean White & Black African White & Asian
- Any other mixed background – please specify.....

Asian / Asian British

- Indian Pakistani Bangladeshi Chinese
- Any other Asian background – please specify

Black / African / Caribbean / Black British

- Caribbean African
- Any other Black, Caribbean, African background – please specify.....

Other ethnic group

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment? Yes No
- Do you have a mental impairment? Yes No

Data Protection Act

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature Date

(please tick appropriate box)

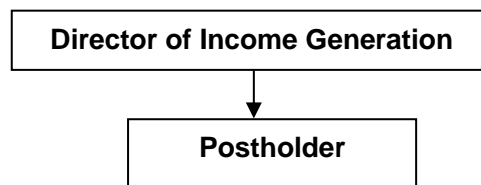
Thank you for completing this form



PA to Director of Income Generation - Job Description

Post Title:	PA to Director of Income Generation
Band :	Band 4
Reports to:	Director of Income Generation
Purpose of the post:	The post holder will provide confidential support to the Director of Income Generation including administration of gifts in wills. Arranging meetings and taking minutes for key committees and both subsidiary companies (Severn Promotions Company and Hospice Projects) Providing high standards consistently and advising department leads on developing internal systems

Organisation Position



PRINCIPAL RESPONSIBILITIES

1. To promote high standards of professional practice across the department in line with Severn Hospice policy and procedures
2. To maintain a filing system (confidential & general) both electronic and manual, and also maintaining the diary for the Director of Income Generation
3. To work with minimal supervision, exercising independent judgement using personal initiative based upon acquired knowledge in problematic situations.
4. To prepare and circulate the agenda and supporting documentation for the key committees and both subsidiary companies (Severn Promotions and Hospice Projects) attend meetings to take minutes, prepare accurately and promptly for distribution and to arrange cover in times of planned absence.

5. Liaise with members of the Hospice Board of Trustees and Senior Managers on behalf of the Director of Income Generation
6. Assisting the Director of Income Generation as required, to organise external seminars including venue selection, provision of materials and liaison with internal/external speakers and attendees
7. To undertake information gathering on behalf of the Director of Income Generation and present summary information for inclusion in reports

ADMINISTRATION

1. To be responsible for monitoring and developing effective administrative, secretarial, financial procedures and records throughout the Fundraising Department complying with hospice policy and procedures liaising with providers and colleagues across interdepartmental disciplines to ensure accuracy and efficiency.
2. To prepare correspondence and maintain records for legacy income assisting the Director of Income Generation in administration of legacies and corresponding directly with solicitors and bereaved families.
3. To liaise with Severn Hospice finance department to assist in the free flow of intra-departmental information and monitor prompt, accurate acknowledgement of donations meets organisational objectives.
4. To work closely with the Finance department to obtain timely monthly, quarterly and annual summaries for inclusion with reports and papers.
5. To oversee petty cash and requesting top-ups to maintain appropriate cash balance, liaising with office suppliers and preparing year-end reports
6. To train staff and volunteers in the receipt of donations with ongoing refresher sessions to ensure compliance with all policy and procedure and maximisation of gift aid where appropriate.
7. To receive incoming telephone calls into the department, taking messages when required and to respond to same using own initiative. To deal with enquiries in a confident and efficient manner using interpersonal and customer care skills.
8. To receive all incoming calls relating to complaints within Income Generation Department investigating background details when required for reports and escalate to appropriate levels as per hospice policy and procedures.
9. To prepare and check the list of in memoriam for weekly obituary ad in local weekly papers
10. To oversee internal and external audit of fundraising records and systems.

PERSONNEL / MANAGEMENT

1. In liaison with the HR Advisor to prepare documentation for the interview of new staff in the Department, including distributing copies of the short-listed applicant's application and interview pro-formas to all on the interview panel.

2. Prepare departmental personnel files and update these as appropriate, monitoring appraisals due and recording details of annual leave and sick absence on central system

3. Update Income Generation training prospectus and liaise with Education Department to ensure attendances on courses are recorded

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur

Supplementary Information and Requirements

All new Hospice employees are on a three months probationary period.

Health and Safety

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Appraisal

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

March 2019 NKR

Person Specification ~ PA to Director of Income Generation

	Essential	Desirable
<p>Qualifications / Training Level of education necessary Professional and post basic qualifications Specialised training required for post</p>	<p>Maths and English 'O' level or equivalent RSA level 2 or equivalent</p>	
<p>Experience and Abilities Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>2 years experience of reporting at a similar senior level Capable and accurate minute taker Ability to organise own workload and meet deadlines Experience of dealing with the public and defusing situations</p>	<p>Voluntary or charitable sector experience Experience of setting up new office systems and implementing change Experience of large database</p>
<p>Skills & Knowledge Range and level of skills Depth and extent of knowledge required</p>	<p>Advanced IT skills Highly developed use of Windows Office suite Excellent interpersonal skills Good time management Able to balance financial figures</p>	<p>Understanding of hospice philosophy Empathy with bereaved relatives Skilled in delivery of good customer service</p>
<p>Personal Qualities, Aptitudes and Attributes</p>	<p>Discretion and confidentiality Flexible and adaptable Calm in a crisis Well organised, tidy Able and willing to act as an ambassador for the Severn Hospice Natural logical problem solver</p>	<p>Able to lead and inspire others Clear explanation of complex subjects Clear communication with others</p>
<p>Other requirements</p>	<p>Punctual Trustworthy Excellent telephone manner Willingness to undergo further training</p>	<p>Good natured Car owner / driver Adaptable</p>