



# The Countess of Brecknock Hospice Trust

Brecknock House, Henry Gamman Drive, Andover SP10 3LB

T: 01264 359789

[www.cobh.org.uk](http://www.cobh.org.uk)

[info@cobh.org.uk](mailto:info@cobh.org.uk)

Registered Charity: 1067238

Company Limited by Guarantee: 03481737

## **ADMINISTRATION AND BOOK-KEEPING OFFICER**

### **Job Specification**

<b>Job Title:</b>	Administration and Book-Keeping Officer
<b>Location:</b>	Countess of Brecknock Hospice, Charlton Road, Andover SP10 3LB
<b>Status:</b>	Full-time, permanent
<b>Hours:</b>	35 per week
<b>Reporting to:</b>	Director of the Hospice Charitable Trust
<b>Salary:</b>	£22,000 - £25,000 per annum (depending on experience) plus 25 days holiday and pension contribution on qualified earnings

### **PURPOSE OF THIS ROLE**

The Administration and Book-keeping Officer is a vital role to support the charity's priorities for the future. You will be employed by the charitable trust and will work from our reception at the hospice.

You will provide the administrative and book-keeping support needed to ensure the effective running of the Countess of Brecknock Hospice Trust (CoBH).

Reporting to the Hospice Trust Director, you will:

- ensure the efficient processing of income, banking, checking of invoices and expenses, procurement, arranging maintenance and servicing of equipment.
- provide and co-ordinate reception services to ensure we give a warm and professional welcome to all visitors and callers to give the best possible impression of the Hospice and to ensure that all calls are managed politely and efficiently and to a high standard.
- provide administrative and finance support for the Trust Director and other staff as required.

Some evening and weekend working will be required with time off in lieu.

Although, there are currently no line management responsibilities, the role will lead and co-ordinate volunteers who assist with reception and other duties.

A DBS check will be required for this role.

Patrons: Marquess Camden, Mrs Jane Benson DL

Chairman: Lady Mary Fagan LG DCVO

Vice-Chairman: Mrs Clare Scheckter DL

Trustees: Vice Admiral Paul Boissier CB, Rear Admiral Iain Henderson CB CBE DL,  
Mrs Patricia Kinnersley-West, Mr Bruce Parker MBE, Mrs Emma Sandy.

## **KEY STRATEGIC RESPONSIBILITIES**

### **Book-keeping and Administration**

- Process and record general and appeal donations via card, standing orders/direct debits, online and manual payment methods including the acknowledgement of monies received and thank you letters as required. Regularly gather and update fundraising data from online tools (Just Giving, Virgin Money). Monitor payment systems and liaise with agencies or supporters to rectify any queries or anomalies. Collate, copy and record Gift Aid declarations and contact preferences.
- Process and record in memory donations including the acknowledgement of monies received from Funeral Directors and thank you letters to next of kin.
- Banking cheques and cash as required by the Trust Director and/or the Head of Community Fundraising and Communications, including going to the bank as necessary.
- Check invoices and expenses and pass for payment.
- Organise the procurement of stationery, equipment and other items, in liaison with the Trust Director as required. Ensure best value for money is achieved from all purchases; value for money meaning getting what is required in the correct quantity, quality, time and best price.
- Manage Trust equipment, maintenance and service contracts and systems.
- Working with the Head of Community Fundraising and Communications, arrange for fulfilment of retail orders. Responsibility for the reconciling of sales and stock takes.
- Provide administrative support to the Trust Director and other staff as required. This may include the production of and distribution of resources and marketing materials, merchandise and ticket sales, supporting fundraising events and liaising with supporters as required
- Assist with and provide practical support at events as required. This will include and is not limited to working at the 10@10 Late Night Walk and Light Up a Life.

### **Reception Services**

- Ensure that visitors, patients and relatives are welcomed in an excellent and professional manner and that all reception areas always operate a high-quality service. Offering hospitality to anyone waiting for appointments/meetings.
- Respond to email, web and telephone enquiries. Answer general enquiries or forward to appropriate staff member for action.
- Ensure the telephones are answered in a professional and timely manner, correctly transferred to internal telephone extensions and that all messages taken are passed on quickly, accurately and appropriately.
- Ensure all administrative and operational procedures related to the day to day running of reception services are carried out. This will include the co-ordination and support of Volunteers to assist in providing reception services, as required.

- Receive and process donations from visitors to reception as well as selling and recording of sales of retail items and tickets for events.
- Ensure all deliveries are signed for, post is recorded, and deliveries and post are swiftly distributed to the intended recipient.
- Stamp and record outgoing post and parcels, taking to post office as required.

### **GENERAL RESPONSIBILITIES**

- Embrace the vision and values of the Hospice and the Charity.
- Be sympathetic to and able to project the philosophy and concept of the Hospice.
- Fully understand and adhere to the policies and procedures of the Charity and where appropriate Hampshire Hospitals Foundation Trust.
- Contribute to the Hospice and the Charity through effective team working.
- Attend and contribute constructively to team meetings and other meetings as required.
- Be aware of and show a willingness to participate in other activities that may occur from time to time to promote the Hospice within the community
- Work in a flexible and responsive way to meet the changing needs of the charity and the hospice.
- You will have access to confidential data on supporters, volunteers, staff and/or patients and/or services within the Hospice. Failure to maintain confidentiality will lead to disciplinary action which could ultimately lead to dismissal.
- You will be required to assess all risks to your systems, processes and environment and contribute towards the governance agenda as appropriate.
- You will be expected to produce work to a high standard and promote quality in all areas at all times.
- Some evening and weekend working will be required with time off in lieu for example our 10@10 Late Night Walk held annually in June and Light Up a Life in December.
- You will not be required to wear a uniform but will need to be smartly dressed.

This job description does not purport to be an exhaustive list of duties and responsibilities. The Postholder will be expected to undertake additional duties as the requirements of the department and/or post change and/or develop.

The job description will be reviewed periodically to consider developments in the charity, hospice or role.

## **PERSON SPECIFICATION**

---

### **Essential Qualifications and Experience**

Minimum 3 GCSE's at grade C or above (or equivalent) incl. English Language and Maths

A recognised professional book-keeping qualification or the AAT Foundation Course.

Using and inputting data into computerised accounting and CRM Databases.

Working in a Customer/Client focussed environment and/or front of house reception role.

Supervising staff or managing volunteers.

Handling confidential information and Data Protection regulation.

---

### **Desirable Qualifications and Experience**

Using Sage accounting package.

Working or volunteering in a charity or third sector organisation.

---

### **Core Competencies**

Confidence in handling figures and attention to detail.

Clear and effective communications skills by telephone and in person.

Ability to work unsupervised and take responsibility.

Ability to perform accurately under pressure, meet deadlines and make decisions.

Ability to build rapport with colleagues, contacts and visitors.

Ability to respond quickly and calmly to problems and transmit confidence and professionalism to patients, staff, volunteers and visitors.

Ability to concentrate even with frequent interruptions and unpredictable working pattern.

Excellent IT skills including use of Microsoft Office and Outlook.

Excellent organisational and data input skills.

Adaptable and flexible in approach to work.

---

### **Knowledge**

Customer service principles

Finance and accounting practice and procedure.

Administrative and clerical procedures

---

### **Personal Attributes**

Friendly, enthusiastic and approachable

Customer focussed.

Highly motivated and confident

---

---

Tactful, discreet and diplomatic  
Meticulous attention to detail and accuracy.  
Able to work flexibly and multitask  
Self-motivated and 'can-do' attitude.  
Willingness to undertake personal development  
Neat, tidy and able to portray a professional image

---