

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Accounts Administrator

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★



**NOT FOR PROFIT
AWARD**



Accounts Administrator

22.5 hours to be worked flexibly over 4-5 days

Annual Salary £19,430

Thank you for your interest in the post of Accounts Administrator at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. This financial year it is expected that Pendleside's running costs will exceed £6.5 million and less than 20% of those costs will come from government funding.

This role is pivotal to the Hospice in providing support and assistance to the Finance and Business Manager and Finance Administrator in all aspects of the financial and administrative function within the Hospice. The role will include processing transactions to the management accounts system, handling donations and assisting with the administration of the lottery scheme.

The ideal candidate will be highly organised, possess excellent communication skills to deal effectively with both staff and volunteers and have an ability to prioritise workload to ensure all work produced is of the highest standard. Recent accounts and finance experience is also essential.

If you wish to know more about the role, we warmly welcome you to have an informal discussion before applying for the position. You can arrange this by emailing kevin.walsh@pendleside.org.uk or phoning 01282 440100.

Thank you,

Kevin Walsh
Business and Finance Manager

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

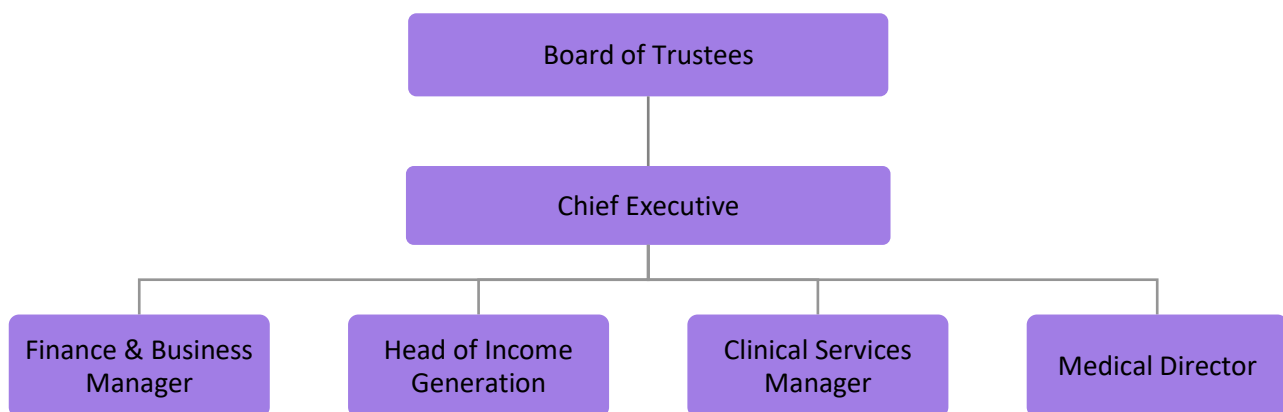
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to

patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.

- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Accounts Administrator

Reports To: Business and Finance Manager

Main Responsibilities:

- Provision of support and assistance to the Finance and Business Manager and Finance Administrator in all aspects of the financial and administrative function within the Hospice - this includes processing transactions to the management accounts system, handling all types of donations/receipts and retail shop paperwork and assistance with the administration of the lottery scheme
- Provision of relief cover for the Finance Administrator at times of holiday and sickness

Core Tasks:

- Processing of supplier invoices - checking, matching (against purchase orders) and onto the accounting system Sage 50
- Preparing supplier BACS payment runs and reconciling of supplier statements to ledgers
- Inputting daily cash and bank transactions including performing bank reconciliations
- Preparation and sending out of sales invoices
- Handling, collating and entering financial information from Hospice retail shops especially in relation to Gift Aid
- The secure handling of cash/cheques, including the routine collection of these by third party security contractors according to relevant policies and procedures
- Monthly reconciliation of the company credit card statement and petty cash accounts
- Processing of debit/credit card payments
- Analysis and processing of website and other platform donations e.g., JustGiving, PayPal
- Processing information on the organisation's CRM/database systems

- Provide assistance to the Finance Manager and Finance Administrator with month end and year end duties
- The receipt and processing of all types of donations (In Memoriam, Celebration Giving, General Donations) to the Hospice according to relevant policies and procedures
- Processing information relating to the Lottery Scheme
- Handling telephone queries relating to finance, lottery and administration
- Attend all other relevant meetings and participate fully in the development of Hospice policies, procedures and standards relating to the finance/administration function
- Work with Management and relevant Trustees to ensure the professional and efficient operation of the Hospice
- Ensure that Hospice policies, procedures and standards are always adhered to with particular regard to those concerning confidentiality, information governance, health and safety and infection control

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> Recent accounts and finance experience Recent accounts software experience Competence in Microsoft Office (Word, Excel and Outlook) 	<ul style="list-style-type: none"> Recent Sage 50 Accounts experience Experience of working with volunteers Experience of database systems Knowledge of Gift Aid 	<ul style="list-style-type: none"> Application form Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> A good level of general education including qualification to GCSE English and Mathematics grade "C" or above. 	<ul style="list-style-type: none"> Any relevant accountancy qualification ECDL (or equivalent) 	<ul style="list-style-type: none"> Application form
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> Ability to work in a busy environment Excellent communication skills – both written and oral Able to prioritise own workload and ensure work is of the highest standard. Ability to meet deadlines Good organisational skills Good social skills with the ability to deal effectively with colleagues (permanent staff and volunteers) and potentially sensitively with the general public Ability to complete general administration duties 		<ul style="list-style-type: none"> Application form Interview References
Disposition / attitude / adjustment	<ul style="list-style-type: none"> Ability to work on own initiative, without close supervision, and as part of a team 		<ul style="list-style-type: none"> Application form Interview

	<ul style="list-style-type: none"> • Ability to develop effective working relationships with fellow employees and volunteers • Ability to organise and undertake a diverse workload • Honesty and discretion when handling confidential financial information • Willingness to learn and undertake training • Flexible approach to work • Calm and professional manner • Strong commitment to service excellence and continuous improvement 		
Health & Physical	<ul style="list-style-type: none"> • Good attendance record 		<ul style="list-style-type: none"> • Application form • Interview • References
Circumstances	<ul style="list-style-type: none"> • Monday to Friday 9am to 5pm (25.5 hours per week to be worked flexibly across 4-5 days) • Willingness to work flexibly and take on additional hours when necessary 		<ul style="list-style-type: none"> • Interview
Equal Opportunities	<ul style="list-style-type: none"> • Commitment to equal opportunity and social justice 		<ul style="list-style-type: none"> • Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to a standard disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 1 month

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the online application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

For further information please contact Rebecca O'Neill, People and Relations Manager

E: Rebecca.oneill@pendleside.org.uk **T:** 01282 440 100.