



Job Description	
Job Title	Communications, Customer Care and Business Administrator
Band	Agenda for Change Band 3
Hours	0.5 wte (19 hours per week)
Reports to	Project Manager
Work base	Hybrid working – Spring Farm Business Park, Moss Lane, Crewe and home based

Job Summary

The End of Life Partnership (EOLP) supports people who provide palliative and end of life care through a programme of education, training and service improvement. EOLP's vision is that everyone receives compassionate care at end of life and EOLP works with partners across health, social care, the voluntary sector and local communities to make this vision a reality.

A crucial part of what we do involves communicating and engaging effectively with a number of different audiences. This role leads the delivery of internal and external communications to support the delivery of EOLP's Communication Strategy. This will include managing social media and media relations, writing for publications and the web and event management.

The role also provides a high standard of customer care to people accessing the EOLP education programme, including responding to enquiries, taking bookings and supporting the delivery of face to face training events.

Key duties/responsibilities: Communications

- Act as the day to day/operational lead for internal and external communications for EOLP
- Develop and implement communications and engagement plans, using a range of IT and design packages (including Microsoft Office packages, Adobe, Canva)
- Deliver both internal and external communications, including management of social media (LinkedIn, BlueSky, Facebook), staff and stakeholder engagement, media relations, writing for online and other publications
- Act as an author for EOLP website and intranet, ensuring news and events are regularly updated
- Develop case studies/articles for use across channels including social media
- Familiarise yourself with and follow communications procedures.
- Provide a media coverage alert system to include social, print and broadcast media
- Maintain up-to-date distribution lists for external communications
- Maintain good, positive relationships both with delegates/students and with external partners
- Design and implement plans to monitor impact of EOLP comms with stakeholders
- Assist with surveys, data and analytics

- Provide advice, guidance and training to colleagues on use of communication platforms

Key duties/responsibilities: Business Administration /Customer Care

- Provide comprehensive administrative support to EOLP colleagues
- Take responsibility for the development, booking, co-ordination and setting up of events for external delegates
- Respond promptly, sensitively, confidentially and courteously to enquiries from external partners
- Initiate improvements to internal administrative processes to maximise efficiency
- Maintain EOLP's stock of office consumables, including stationery/perishables
- Processing of invoices to finance department
- Organise and promote events to support staff and stakeholder engagement
- Represent EOLP at external events and activities as required
- Escalate complaints, comments and suggestions received via info inbox in a timely and appropriate manner

Key duties/responsibilities: Data Administration

- Input into, and extract data from, key business systems for evaluation purposes
- Interpret, analyse and present data including use of SQL
- Help to identify and define new data management processes that optimise efficiency and quality
- Routinely cleanse data on databases to improve data quality and integrity.
- Support the production of reports on both a planned and ad-hoc basis
- Help in developing and maintaining administrative and information databases
- Providing information and analytical advice to working groups/projects as required

General Duties

- To contribute to and support the development of policies, procedures and protocols as appropriate.
- To promote equality of access and opportunity in all aspects of the work.
- To take all reasonable steps to promote a safe and healthy working environment which is free from discrimination.
- To comply with the End of Life Partnership policy on confidentiality, and the General Data Protection Regulations relating to information held manually or on computerised systems.
- To respect the confidentiality and privacy of clients and staff at all times.
- To maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with End of Life Partnership policies.
- To participate in personal training, development, appraisal, and attend all relevant training courses as required.
- EOLP has a responsibility and is committed to safeguarding and promoting the welfare of children, young adults and adults at risk with care or support needs and expects all staff and volunteers to honour this commitment to minimise risk or harm in accordance with current legislation, statutory guidance and EOLP's policies and procedures. This means that staff must understand their own responsibility and recognise the requirement to engage with staff training and supervision, as well as promoting multi-agency working to safeguard patients.

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

This job description will be reviewed after 6 months following appointment