



ellenor.*
hospice care in your home or ours

Job Description

Education & HR Co-ordinator

Job Title: Education & HR Co-ordinator

Department: HR

Contract Terms: Permanent, 37.5 Hours per week, Monday - Friday

Salary: £25,339 per annum

Location: Gravesend, DA11 7HQ

Responsible To:

Accountable To: Head of HR

Manages: Volunteers

About Us:

ellenor is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

The Education and HR Co-ordinator will play a key operational role across education, learning and development, and HR functions.

The role will act as a key point of contact for education and HR-related queries, providing guidance and coordination to ensure a consistent and supportive employee experience across the charity.

The role will include:

- **Training Delivery Support:** Assist with the organisation and co-ordination of training events (virtual and in-person) to ensure efficient scheduling and professional delivery.
- **Data Management and Reporting:** Collect, maintain, and analyse education and HR data to produce reports that support decision-making, departmental effectiveness and continuous improvement.
- **HR Support:** Assist with HR processes such as induction, onboarding, mandatory training compliance, and performance management through providing accurate and timely data and administrative input.
- **Communication and Coordination:** Act as a central point of contact for education and HR related queries, providing clear and professional responses to staff and external partners.
- **Knowledge Management:** Maintain clear 'How To' process guides and ensure the education network drive is structured and accessible.
- **Cross-Team Collaboration:** Provide administrative support to other teams within ellenor as required, in line with organisational priorities.



Main Duties and Responsibilities:

Administrative Support

- Schedule and coordinate training sessions (virtual and face-to-face) using platforms such as Eventbrite, ensuring smooth delivery and accurate attendance records.
- Support HR to plan and deliver corporate induction, and other in-house training sessions, including logistics, communication, and documentation.
- Book venues for in-person training and ensure all logistical arrangements are in place.
- Circulate training announcements internally and externally to ensure timely bookings.
- Arrange attendance for **ellenor** staff at internal and external training sessions.
- Send booking confirmations and training links to participants; provide facilitators with sign-in sheets and attendee numbers prior to sessions.
- Proofread and format documents using **ellenor's** templates to maintain professional standards.
- Assist with Performance Management Processes by providing training data and insights to HR to inform appraisals, development plans, and succession planning.
- Coordinate annual clinical student and trainee placements by managing the Placement Calendar and liaising with relevant universities to ensure smooth scheduling and compliance.

Record Keeping and Compliance

- Maintain accurate records of all training bookings and issue certificates to attendees.
- Monitor mandatory training compliance across departments, inform managers of non-attendance, providing reports on completion rates and maintain a compliance log.
- Ensure all data and records are kept up to date and stored securely.

Data Management and Reporting

- Collate, clean, and analyse training data to support management reporting.
- Prepare reports for collaboration training and other projects.
- Organise training timetables for funded collaboration projects.
- Gather and record feedback following training sessions



Technology and IT Support

- Use organisational software systems to manage training and HR processes effectively.
- Provide technical support (where required) during online training sessions and troubleshoot issues promptly.

Financial Administration

- Process invoices and purchase orders: submit for approval to the Practice Development Lead and forward approved documents to Finance.
- Support with grant application where applicable to support staff training.
- Assist external facilitators with administrative tasks for funded projects.

Development, Education and Training:

- Ensure all mandatory training requirements are met and kept up to date for the role.
- Maintain an up-to-date Microsoft Outlook calendar, clearly reflecting work commitments, annual leave, and training attendance.
- Ensure all education and training activities comply with HR policies and contribute to organisational objectives for people development.

Internal Communication:

- Promote **ellenor's** vision, values, and strategic objectives in all interactions.
- Use established communication channels to stay informed and engaged with organisational updates and service developments.

Health and Safety:

- Take reasonable care of your own health and safety and that of others who may be affected by your actions.
- Comply with all relevant health and safety policies, procedures, and risk management practices.
- Actively contribute to maintaining a safe working environment for staff, volunteers, patients, and visitors.
- Deliver any safety objectives set by your manager as part of your role responsibilities.

General:

- Represent **ellenor** professionally and in line with its philosophy and values.
- Maintain confidentiality in accordance with organisational policy.
- Keep up to date with hospice policies and procedures as outlined in the staff handbook and policy library.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Educated to GCSE level, Grade 5 or above.

Experience:

- Previous experience working in an HR, Education or finance environment (required)
- Stay up to date with legislation, trends, and best practices (desirable)
- Previous experience of working with a charity and volunteers (desirable).

Knowledge, Skills and Attributes:

- The ability to work effectively as a member of a team and team player
- Excellent interpersonal and communication skills, both written and oral
- Resilient and able to work in a fast paced and evolving environment
- Excellent Microsoft Office Skills, including Word, Excel and Teams
- Ability to organise and manage time and priorities
- Emotionally intelligent with the ability to relate to a wide range of people and specifically within a hospice setting
- Creative, dynamic and resourceful with the ability to influence



Personality and Disposition:

- Flexibility and adaptability to change
- Committed to continuous self-development.
- Confident, articulate, professional attitude, analytical and organised
- Must be resilient in coping with complex and sensitive people issues.
- Ability to troubleshoot system issues and propose effective solutions.
- Strong attention to detail and organisational skills.

