



ellenor.^x
hospice care in your home or ours

Job Description

Projects Administrator (Flexibank)

ellenor.org



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Projects Administrator (Flexibank)

Department: Operations

Contract Terms: Flexibank (Monday to Friday, 9.00 am to 5.00 pm)

Salary: £12.39 per hour

Location: Hospice Northfleet (base location), you'll be required to work and travel to our retail shops

Responsible To: Director of Operations

Accountable To: Director of Operations

Manages: N/A

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 Project Administrator will support the planning, coordination, and execution of key projects across the organisation. This role is essential in ensuring project documentation is accurate, deadlines are met, and communication is maintained between stakeholders. The Project Administrator works closely with senior leaders, contractors, internal teams, and external partners to support the smooth delivery of strategic and operational projects.



Main Duties and Responsibilities:

Strategic Responsibilities

- Collaborate closely with the Director of operations to provide support on new and existing projects
- Provide day-to-day administrative support to project teams, including diary coordination, meeting organisation, and task tracking
- Maintain project documentation including plans, risk registers, reports, and meeting minutes
- Support procurement and contract administration, ensuring compliance with procurement policies
- Monitor project timelines and ensure key milestones and deadlines are tracked and met
- Support communication across departments and between stakeholders to facilitate project delivery
- Assist in organising workshops, stakeholder briefings, and progress reviews

Operational Responsibilities:

- Prepare and format reports, presentations, and communications for internal and external use
- Coordinate travel and accommodation for project-related travel when required
- Monitor project budgets in collaboration with finance teams and project leads
- Liaise with suppliers and service providers regarding goods and services required for projects
- Support project evaluation and feedback activities

Governance:

- Ensure all project files and records are maintained in accordance with data protection and governance standards
- Support audits, quality assurance, and reporting requirements
- Maintain a log of project risks, issues, and lessons learned



Main Duties and Responsibilities:

Health and Safety

- The post holder must take reasonable care for their own safety and that of others and ensure they work in line with **ellenor's** health and safety policies and practices

General:

- Adapts and evolves with changing project needs and organisational priorities
- Acts as an ambassador for **ellenor**, maintaining professionalism and commitment to our values
- Maintains up-to-date mandatory and essential training.
- Works flexibly across teams and departments as required
- Undertakes other reasonable duties as requested by managers



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Educated to A level or equivalent qualification or experience
- Project or Business Administration qualification (e.g. Prince 2 Foundation, APM, NVQ)

Experience:

- Demonstrable experience working in a multi-site retail environment
- Previous experience in an administrative role, ideally in a project or operations setting
- Experience supporting multi discipline teams

Knowledge, Skills and Attributes:

- Strong organisational skills and ability to manage competing deadlines
- High level of IT literacy including Excel Word and Teams
- Excellent written and verbal communication skills
- Ability to maintain confidentiality and handle sensitive data
- Good problem solving and decision making skills
- A full UK Driving Licence

Personal Characteristics & Qualities:

- Self motivated, proactive and flexible
- Team player who builds positive relationships across all levels
- Flexibility and adaptability to change
- Resilient and able to work in a fast paced and evolving environment
- Commitment to the values of **ellenor**

