Job Title	Business Support Administrator
Team	Business Support
Band/Salary Range	Step 3A £26,822 - 3C £28,562
Hours	37.5 hours
Updated date	9 October 2026

About Ardgowan Hospice, Our Values and Behaviours

Our Mission

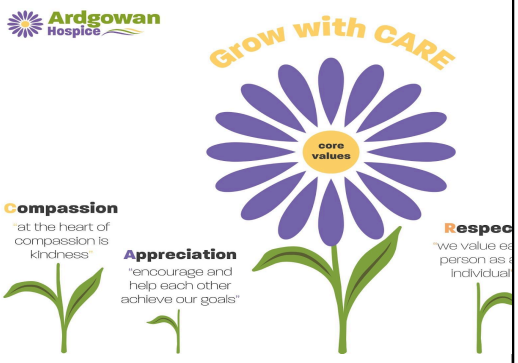
Ardgowan Hospice is a compassionate place of care for people living in Inverclyde who have been diagnosed with a life-limiting illness, such as cancer, heart failure, lung disease, kidney failure or neurological conditions.

We care passionately about making every moment matter and improving quality of life.

Our Values

In this role, you are expected to follow our values and demonstrate your commitment to delivering high-quality services to patients at all times.

We are evolving our systems and processes to provide continuity in communications and care delivery.



About you

It is anticipated that the successful candidate will demonstrate many of these qualities in their application, test and interview:

1. Strong experience in administration
2. Clinical experience desirable, but not essential
3. Ability to work in a fast-paced, process-driven environment
4. Ability to communicate effectively and efficiently, verbally and in writing
5. Good organisational skills
6. Strong emphasis on confidentiality in a healthcare setting
7. Knowledge of GDPR responsibilities is desirable
8. Knowledge and ability to utilise information technology in problem-solving
9. Good understanding of the Asset-Based approach

Your Main Role

The successful candidate will join the Business Support team, which provides comprehensive administrative support at Ardgowan Hospice, with a strong focus on patient-facing administration, together with general business support tasks.

You will effectively communicate between staff, volunteers, external professionals, and patients/family members. It is important that you recognise and adhere to confidentiality in all aspects of this role. Working within Ardgowan Hospice policies and standards and procedures, your duties will be:

Duties

1. Provide accurate administrative support for all services as required with a strong emphasis on patient letters and administration
2. Retrieve, process, and monitor all incoming referrals
3. Ensure appropriate information is communicated effectively and efficiently between team members and clinical staff
4. Ensure patients are admitted to and discharged from the appropriate clinical service accurately and timeously on our patient clinical database by following the referral, admission, discharge, and caseload processes
5. The Business Support team's tasks are diverse, as dictated by the Hospice's needs. Perform general administration duties as required by the Business Support Team Lead, including typing, photocopying, filing, shredding, scanning updating spreadsheets and cash handling
6. Distribution of all incoming mail (email and post) scanning as appropriate
7. Maintain stationery stock control
8. Participate in Hospice working groups to represent the Business Support team
9. Support the Business Support Team Lead as required
10. Reception duties as required,
    a. handle incoming calls and direct as appropriate
    b. welcoming and assisting patients, families, and non-patient visitors
    c. processing financial and non-financial donations
11. Supporting Volunteers as required
12. Scheduling of Reception Volunteer cover across the week
13. Updating materials and documentation for volunteer receptionists

The duties listed are not exhaustive and may be varied from time to time as dictated by the needs of the Hospice. The post holder will be expected to undertake other duties as appropriate and as requested by their line management team. The post holder may be expected to work at any of the locations where the Hospice's functions are conducted.

It is a condition of your employment that all information gained in the course of your employment will be treated with the strictest confidence both during your employment and after termination and must not be disclosed to unauthorised

personnel or used for any personal gain.

In the first three months, you will:

- Meet all the teams within the hospice and have an understanding of their department roles
- Develop an understanding and be able to explain the processes within the Business Support Team
- Be able to relay key messages clearly
- Become proficient with the patient electronic records system and Google applications
- Become independent in some tasks
- Prove an ability to interact with people in a way that inspires trust and confidence

Key Relationships - Internal & External

You will communicate internally with all departments to ensure that Reception has the most accurate information for each department. You will also communicate externally with patients and family members, GPs and other healthcare professionals.

You will primarily work with all patient-facing departments (Community, Inpatient Unit and Wellbeing). You will also work in collaboration with all hospice teams, when required, for example, the lottery draws, fundraising activities, promotional events, etc.

Learning & Development

You are expected to complete the following induction training relevant to your role, including:

- Fire Safety
- Health and Safety, an introduction
- Reducing Risks of Violence & Aggression
- Equality and Human Rights
- Manual Handling Theory
- Public Protection (Adult & Child)
- Standard Infection Control Precautions
    - (NES: Scottish IPC Education Pathway mandatory modules: Breaking the Chain of Infection; Why Infection, Prevention and Control Matters; Respiratory Cough Hygiene; Hand Hygiene)
- Security & Threat
- Safe Information Handling
- Asset-based Community Development

You are also expected to reflect on your practice, identify areas for improvement, and contribute to your annual personal development plan.