Sands

Application Information

**Bereavement Care Training Administrator**

April 2015

About Sands

Sands, the stillbirth and neonatal charity, is a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby.
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care.
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help through our 100 Sands Groups, Helpline and online forums. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK through our accredited bereavement care training programme and nationally recognised resources for health professionals.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 15 babies are stillborn or die within the first 28 days of life every day. Increasingly Sands is looking to fund high impact research projects that identify the causes of stillbirth and point to ways of reducing their incidence.

Find out more about our work: [www.uk-sands.org](http://www.uk-sands.org)

Sands Benefits

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available. Sands will increase our contribution into the pension scheme to 5% as soon as you achieve 3 years’ continuous employment with us. Subject to eligibility, you will be automatically enrolled into the pension scheme as soon as your employment commences, and you will be able to make additional voluntary contributions into the scheme if you wish. You will, if required, have the option to withdraw from the pension scheme.

**Annual leave**

Staff receive 28 days annual leave plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

**Childcare Vouchers**

Sands operates a childcare voucher scheme administered by Edenred, of the UK’s leading providers of employee benefits. You will be able to purchase vouchers up to the value of £243 free of tax and NI deductions, which can be used to pay your registered childcare provider. The value of the vouchers that you purchase will be deducted each month from your pre-tax pay via salary sacrifice.

**Cycle to Work Scheme**

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment that you use to commute to work.

About the role

The Improving Bereavement Care (IBC) team work in partnership with health professionals and service providers to transform the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has improved, there is still a lot of work to do to ensure all bereaved parents receive good, sensitive and individualised bereavement care when a baby dies.

This role is key to achieving the second core aim of Sands – to improve bereavement care.

At present there is an IBC Manager who oversees the work of the team, an IBC Coordinator and a Bereavement Care Training Coordinator (all based in the main office) as well as a team of Bereavement Care Trainers based throughout the UK

Find out more about our work: [www.uk-sands.org/professionals](http://www.uk-sands.org/professionals)

To apply:

Please return the completed application form and monitoring form to [**recruitment@uk-sands.org**](mailto:recruitment@uk-sands.org) by the closing date below:

**Closing date:**  11th May 2016

**Interview Date:** 20th May2016

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

Interviews will be held at our Head Office: Sands, Victoria Charity Centre, Suite GF2 Ground Floor, 11 Belgrave Road, London, SW1V 1RB

Job Description

**Job Title:** Bereavement Care Training Administrator

**Responsible to:** Improving Bereavement Care Manager

**Location:** Sands, Victoria Charity Centre, 11 Belgrave Road, London, SW1V 1RB

**Contract:** 12 months fixed term

**Salary:**  £19,500 (plus LWA £3,400)

**Hours:** Full Time – 35 Hours per Week (9.30am – 5.30pm, with a 1 hour unpaid lunch break)

**Main Purpose of Job:**

To provide support to the Improving Bereavement Care Team, and ensure effective and efficient administration of the Sands bereavement care training programme.

**Main Responsibilities**

*General IBC admin*

* Support the Improving Bereavement Care Manager with general administration
* Support the Bereavement Care Training Coordinator with general administration
* Populate and update the IBC contact lists with Trust/hospital/healthcare professional details, etc.
* Take and type up minutes of conference calls
* Coordinate conference call line usage and team conference calls
* Maintain and update list of IBC Team event dates
* Maintain & update IBC records and files at Head Office
* Respond to IBC training emails and telephone enquiries
* Assist with admin for key annual events (e.g. Joint conference, RCM conference, exhibitions, etc.)
* Collate statistics
* Coordinate stationery and office equipment orders for IBC Team
* Keep a stock count of training materials and liaise with IBC team and Comms to organise reprints of low stock

*Preparation for training*

* Complete the administration of the Sands Bereavement Care training for professionals including:
* Responding to initial enquiries and requests for training from hospitals, universities and other organisations and from individual professionals
* Responding to initial enquiries and requests for training from local Sands groups on behalf of their local hospitals or universities.
* Keeping up-to-date records of all enquiries and IBC training requests
* Develop & maintain list of venues for training courses
* Book venue (room, IT, catering, send room plan, check access etc)
* Print and pack delegate packs, liaise with shop, courier materials to venue ahead of training, courier return materials following hosted training and exhibitions
* Mail out promotional materials
* Ensure the appropriate promotion of Sands hosted training days: online/events/Groups/flyers
* Liaise with Sands Communications team to ensure current dates and information are featured on Sands website
* Liaise with other online resources to ensure training is correctly promoted
* Other admin roles as position develops

*Training evaluation/impact reporting*

* Maintain mapping of training delivery
* Type up and scan all training evaluation forms, create an evaluation summary for each training workshop/course – circulate to stakeholders.
* Record numbers trained, provide accurate and timely monthly statistics
* Maintain financial year and all-time evaluations of each training day/half-day and of the over-arching programme
* Contact individual delegates with a welcome email the month they attended training
* Contact individual delegates 6 months after attending the training with an impact survey
* Report monthly on the impact statistics, and evaluation summaries
* Assist Bereavement Care Training Coordinator with invoicing host units/universities/Groups/other organisations

**General Responsibilities**

* Undertake any other duties commensurate with the role as required by the Head of Finance & Resources, Chief Executive and Board of Trustees
* Work flexibly with other members of staff and team
* Maintain a high level of confidentiality
* Abide by all Sands Polies and Procedures
* Undertake all mandatory training as required
* Participate in annual appraisal and personal development reviews
* Clearly represent the views and positions of Sands distinct from any personal opinions
* Maintain confidentiality on sensitive and confidential information
* Commitment to and understanding of Equal Opportunities
* The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole
* Promote the Sands vision and values at all times
* This job description is not contractual and liable to change over time

**This job description is not contractual and is liable to change over time**

Person Specification

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| **Importance** | **Criteria** | **Assessment** |
| Essential | Experience of providing general administrative support and maintaining office systems | Application and interview |
| Essential | Good planning and organisational skills, with considerable attention to detail | Application and assessment |
| Essential | Experience of managing multiple high priority work streams simultaneously and meeting deadlines under pressure | Application and interview |
| Essential | Experience of monitoring and maintaining recording systems and procedures | Application and assessment |
| Essential | Experience of using a range of IT packages including MS Office (word processing, Excel and databases) | Application and interview |
| Essential | Ability to use email, keep ordered email records and maintain an electronic diary | Application and interview |
| Essential | Good verbal communication skills, including ability to deal appropriately and professionally with a range of people including trainers, bereaved parents and Sands staff and volunteers - both face to face and by telephone | Application and interview |
| Essential | Ability to write clearly and accurately, including corresponding by email with trainers, bereaved parents and Sands staff and volunteers, as well as drafting routine correspondence and taking minutes of meetings | Application and interview |
| Essential | Ability to work on own initiative and as part of a team | Application and interview |
| Essential | Ability to research, analyse and interpret information | Application and interview |
| Essential | Numeracy skills and the ability to work within established financial procedures | Application and interview |
| Essential | Ability to monitor and maintain own standards | Application and interview |
| Essential | Ability to commit to and work within the aims, principles and policies of Sands | Application and interview |