



  
AnneRobson  
Trust®



**Applicant Pack - Office Administrator**



## WHAT PROBLEM DO WE AIM TO SOLVE?

Far too many people face the end of their life in isolation. In England alone, we estimate that thousands of individuals die each year in hospitals without the comfort of a single visitor.

Tens of thousands more are struggling with the fear, silence and ignorance that surrounds death and dying.



## ABOUT US



Anne Robson died just hours after being discharged from a week's stay in hospital which she spent alone, unable to see her family.

Her daughter Liz Pryor began working with the NHS to improve provision for patients at the end of life. She soon discovered that a small team of volunteer visitors could make a big difference to patients and their families.

In 2018 Liz set up The Anne Robson Trust to provide emotional support for people nearing the end of their life, and those caring for them.



*"Thanks for being there for my grandpa as he passed away. It means the world to me that he had the comfort of someone by his side." - Izzy*

**IN**  
**2024**



Volunteers have given **5,967 hours** of kindness, listening, reading and hand-holding



We have enabled support for **13,588 people**

# HEALTHCARE ORGANISATIONS

We partner with healthcare organisations, including hospitals, community teams, and hospices, to help establish volunteer teams who offer companionship to people in their final days. These volunteers provide a quiet, compassionate presence, whether by holding a hand, reading, or simply sitting with someone as they approach the end of life.

To date, we've supported 21 healthcare organisations in setting up these vital teams, with volunteers making over 27,000 visits to dying patients and their loved ones. The need continues to grow, with more healthcare organisations seeking our support to develop their own specialist volunteer teams.



*"I cannot thank you enough for your visits. I am so pleased my wife has more than just me with her for only a short time each day. I know it will happen sometime soon. Keep up the excellent work."*

*- Peter, whose wife Christine received visits from volunteers in her last days*

# EDUCATION & LEARNING



We deliver workshops and resources designed to provide valuable insights and practical tools for anyone seeking to improve their understanding of death and dying, and better equip themselves to have important conversations.

*"We include the Anne Robson Trust's work in our induction for new staff. A health professional recently stated the immeasurable value of their fantastic work."*

*- Awareness & Peer Support Manager, at Devon Carers*

**A hand to hold. A listening ear. The presence of another person. These simple acts of kindness become priceless in the final days and hours of life.**

**Please join us in bringing comfort and companionship to more people in their final moments and supporting those close to them as they prepare to lose someone they love.**

[annerobsontrust.org.uk](http://annerobsontrust.org.uk)  
[info@annerobsontrust.org.uk](mailto:info@annerobsontrust.org.uk)

[CONTACT US](#)



Find us on social media



Call us on

**01438 873257**



# BENEFITS









- Part of a small, friendly team with similar aims and ambitions.
- Hybrid working – 3 core days in the office.
- 25 Days Annual Leave + all bank holidays and additional paid leave when we close over Christmas.
- Happy Birthday! A day's paid leave to make sure you look after you on your special day.
- Enjoy a 20% discount at Rise Gym right next door to our office.
- Employee Assistance Programme
- A personal development budget to upskill and move towards your career goals.
- An opportunity to develop your skills and knowledge and help to influence the growth of the charity.

## Joining the Anne Robson Trust means

- Working in a friendly and approachable team with similar aims and ambitions.
- Being part of a supportive and inclusive team who are ambitious, innovative, autonomous and flexible.
- Becoming a valued member of the organisation to make a difference.
- Providing you with an opportunity to develop your skills and knowledge, and help to influence growth of the organisation.
- To support and help deliver our vision and mission.
- To demonstrate a commitment to living our core values:

## Our Values

 <b>Collaboration</b>	 <b>Excellence</b>	 <b>Innovation</b>	 <b>Compassion</b>	 <b>Listening</b>	 <b>Respect</b>
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## Our core beliefs

### Nobody Deserves to Die Alone

Everyone deserves companionship and a hand to hold in the last days and hours of their life.

### Death is a Part of Life

Despite the pain, challenges, and loss it entails, death and dying are integral and universal aspects of life and living.

### Relearning Death

Death has become medicalised, marginalised, and hidden, which hinders the needs of the dying.

## OFFICE ADMINISTRATOR

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<b>Salary:</b>	£25,000 to £29,000pa
<b>Hours:</b>	9am-5pm Monday - Friday
<b>Location:</b>	Stevenage, Herts (hybrid working - 3 office days)
<b>Contract:</b>	Permanent, Full Time
<b>Travel:</b>	Some travel may be required
<b>Pension:</b>	Yes
<b>Accountable to:</b>	Director of Operations

### The Role

At the Anne Robson Trust, we believe that no one deserves to die alone. Everyone should have the support, companionship, and comfort they need at the end of life.

As our Office Administrator, you will play a vital role in helping us achieve our mission to improve end-of-life experiences. Through our work with healthcare organisations, education initiatives, and accessible digital resources, we aim to provide compassion, companionship, and practical support to those facing the end of life. Your responsibilities will include providing administrative support to the team and carrying out general office duties to help ensure smooth and efficient day-to-day operations of the Charity

### The Charity

Since we were founded in 2018 by Liz Pryor, the Anne Robson Trust has been dedicated to the belief that no one should face death alone. As a growing and ambitious charity, we work with healthcare organisations, educate communities about death and dying, and challenge the taboos that surround mortality.

We empower our team members to take ownership of their roles and contribute to strategic decisions that shape the Charity's future. Our collaborative and supportive culture encourages personal and professional growth, and we are excited to welcome enthusiastic, positive, and forward-thinking individuals to join us on this meaningful journey.

### Key Responsibilities

- Provide administrative support to both our Project Managers and Partnerships Manager for our work with healthcare organisations
- Provide administrative support to the team
- Carry out general office duties to help ensure smooth and efficient day-to-day operations of the charity
- Coordinate our info@ mailbox and enquiries received through our volunteer software
- Welcome and host guests and visitors
- Take pride in, and ownership of, the day-to-day requirements of the office
- Make logistical arrangements and bookings for the team and external stakeholders



## **Everyone's welcome**

We celebrate different ideas, perspectives, and backgrounds here at the Anne Robson Trust. As an equal opportunities' employer, we believe in the power of an inclusive and representative team. We welcome applications regardless of race, religion or belief, sex, gender identity, sexual orientation, age, political affiliation, family, or parental status.

## **How to apply**

To apply, send us the following

- Your CV
- Formal cover letter letting us know why you feel you would be suited to the to the role and a paragraph explaining which of the services we offer interests you the most

Please send to [info@annerobsontrust.org.uk](mailto:info@annerobsontrust.org.uk)

Please note: this is a hybrid role with 3 days in the office so we are looking for someone who lives locally in the Stevenage or Herts area.

We are conducting interviews on an on-going basis as we receive applications from suitable candidates.

# PERSON SPECIFICATION



EDUCATION	ESSENTIAL	DESIRABLE
Educated to A level standard or equivalent relevant experience	✓	
Willingness to undertake training and continuing professional development	✓	

EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working collaboratively within a team	✓	
Experience of liaising with varied stakeholders	✓	
Experience of using technology and IT systems	✓	
Experience of Project Assistant Work		✓

SKILLS AND ABILITIES	ESSENTIAL	DESIRABLE
Ability to communicate effectively face to face, in writing, by email and on the telephone	✓	
Ability to organise and prioritise own workload	✓	
Excellent attention to detail	✓	
Team player with ability and initiative to work unsupervised	✓	
Solution-focussed approach to challenges	✓	
An entrepreneurial mindset		✓

