

<p>Job Title: Careline Marketing and Business Support Assistant</p>	<p>Department: Careline</p>
<p>Responsible To: Careline Operations Manager</p>	<p>Number of Colleagues Directly Managed: NOT APPLICABLE</p>
<p>Main Purpose of the Job:</p> <ul style="list-style-type: none"> • To assist the Careline Operations Manager in the Development and retention of Institutional Careline business. • To provide administrative and strategic support to the Careline Operations Manager 	
<p>Main Duties and Responsibilities:</p> <ul style="list-style-type: none"> • To provide support to the Careline Operations Manager in enhancing relationships with institutional customers and support retention of HHL business. • To provide secretarial services, including word- processing, data input and PA support • Act as “liaison” between Careline Operations Manager and Stakeholders when required • Assist in the management of administration and accounting of Careline new and existing business • To maintain adequate records and provide statistical information as required • Provide monthly reports to HHL, RSL,s and Management company clients in line with contractual obligations. • To provide support to the Careline Operations Manager so as to ensure that the on-going operations of the centre are managed effectively and efficiently • Assist with the production of Marketing literature • Assist with the production of marketing and power point presentations • Assist in the production of periodic newsletters and bulletins • Ensuring that HHL Intranet and Website used effectively and maintained accordingly • Attendance at review and renegotiation meetings as required • Undertake Institutional and individual customer satisfaction surveys and report on outcomes • To support the Careline Operations Manager in ensuring that legal, statutory and TSA standards are met • Assist in researching, as directed, for new initiatives and business opportunities through the internet and other media • To ensure that the policies of the Company are complied with e.g Equal Opportunities, Health and Safety, Codes of Conduct, Standing Orders and Financial Regulations. • Provide administrative cover for the Careline Admin Assistant in their absence 	

Main Duties and Responsibilities:

- To ensure that the policies of the Company are complied with e.g Equal Opportunities, Health and Safety, Codes of Conduct, Standing Orders and Financial Regulations.
- Provide administrative cover for the Careline Admin Assistant in their absence

Working Environment/Physical Challenges (If appropriate describe to what degree the job holder is required to perform the job taking into account the nature, duration and frequency of physical effort required together with the frequency and nature of working in an adverse physical environment, or other physical demands)

Not applicable to this position

Financial Control (if appropriate describe to what degree the job holder has financial responsibility in terms of the size of the budget(s) being managed)

Not applicable to this position

Responsibility for Non-Financial Assets (if appropriate describe to what degree the job holder has responsibility for non-financial assets including the management, improvement and maintenance of properties, tools, equipment, confidential information/records, computer systems)

Maintenance of confidential information and records in paper and electronic form and computer systems.

Standard Requirements Attached to the Job:

- (a) All colleagues are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
- (b) All colleagues are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
- (c) All colleagues are expected to adhere to the Company's Equality and Diversity and Health and Safety Policies.

Please note that where the job holder is disabled every effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Job Holder's Name: _____

Job Holder's Signature: _____

Date: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____