



**Jessie May**

More than a Hospice at Home

**Care & Team  
Around the Family  
Administrator**

**June 2026**



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**Thank you for your interest in joining the Jessie May team as our new Care & Team around the Family Administrator.**

The successful candidate will play a key role in keeping Jessie May running smoothly. This role is ideal for someone who is naturally organised, thrives on structure, and takes pride in getting things right first time.

If this opportunity excites you and you have the skills, experience, and passion we're looking for, we'd love to hear from you. We know great people don't always tick every box. If you bring the right aptitude, attitude and willingness to learn, please consider applying, and if you'd like an informal chat about the role please contact Caryn Davies at [caryn.davies@jessiemay.org.uk](mailto:caryn.davies@jessiemay.org.uk) to arrange a call.

Thank you and all the best,

A handwritten signature in black ink that reads "Caryn". The signature is written in a cursive, flowing style.

## About Us

At Jessie May, we provide specialist nursing care, at home, for children with life-limiting and life-threatening conditions. We support parents, siblings and wider family members in Bristol, South Gloucestershire, North Somerset, Bath and North East Somerset, and Wiltshire.

Through life and death, bereavement, and grief, we are here for families for as long as they need us - support for weeks, months, and years.

With us, seriously ill children can still be children, and their families can make memories to look back on when they need them most.

Our families let Jessie May into their homes, both physically and emotionally, offering expert care and much-needed space for parents and carers to rest, and recharge.

Because they know the children so well, the nurses can advocate for children in clinical settings, so their voices and needs are always heard, whilst also supporting worried families during extremely difficult times. When the end of a child's life approaches, they're there too, offering the kind of gentle, familiar care that only long-term, trusted relationships can provide.

## Our Vision

Our vision is that all children and young people with life-limiting or life-threatening conditions are supported to have the very best quality of life possible, and to choose to live, and to die, in their own homes with their families.

## Our Mission

Our mission is to provide the very best care and support possible, at home, for children and young people with life-limiting or life-threatening conditions and their whole families. For the whole journey in life, at the end of life, and in bereavement.

## Our Values

We are kind,  
passionate  
and  
committed

We are honest,  
respectful and  
collaborative.

We put  
children and  
families first

## Job description

Post	Care & Team around the Family Administrator
Reports to	Team around the Family Manager
Salary	FTE £30,900. Actual 30 hours £26,486
Contract	Permanent
Location	Hybrid – Home working and Charlton Farm Office - Charlton Drive, Wraxall, Bristol, BS48 1PE, United Kingdom
Hours	30 hours per week, worked over 4 or 5 days
Annual Leave	27 days (after five years' services: 29 days, rising to 33 days after ten years' service)

## Role

As Administrator, you will play a key role in keeping Jessie May running smoothly. This role is ideal for someone who is naturally organised, thrives on structure, and takes pride in getting things right first time. You will work at pace, manage a high volume of moving parts, and take ownership of processes that directly support our Care Team and the families we work with. You will work closely with the Team Around the Family Manager and Care Team Leaders, acting as the operational anchor for visit planning, data accuracy, and day-to-day coordination. This role suits someone who is an implementer at heart, someone who enjoys turning plans into action, maintaining order, and ensuring nothing is missed.

You will work within a supportive team, using your judgement to prioritise tasks, solve problems, and keep essential administrative systems running efficiently.

## Main Responsibilities

### Care and TAF administration

- Managing routine correspondence with families, including visit bookings, changes to visits, caseload updates, and general requests.
- Monitoring care and TAF related inboxes and incoming calls, ensuring timely responses.
- Collating and recording paperwork daily, maintaining accurate, compliant records.
- Leading on new referrals administration, including contacting professionals and managing caseload change correspondence.
- Supporting TAF activities, including recording activity data, liaising with suppliers and ensuring accurate data entry into appropriate CRM.
- Using Mailchimp for TAF and care correspondence

### Planning & Scheduling

- Scheduling nurse at-home visits.
- Maintaining the children's planning spreadsheet, including preferences, visit numbers, manual handling needs, safeguarding notes, and lead nurse information.
- Generating nurse rotas and inputting them into SystemOne.
- Coordinating checks with Care Team Leaders to ensure accuracy before schedules are finalised.
- Communicating visit schedules and visits changes to families.

### SystemOne & Data Management

- Maintenance of care records in SystemOne.
- Acting as a SystemOne super user, supporting colleagues and maintaining system standards.
- Collating data for dashboards and reporting, working closely with the Care Team and Projects and Operations Manager.

### **General responsibilities**

- To maintain awareness of and actively follow and promote Jessie May policies, including Equality and Diversity, Health and Safety, Safeguarding, Data Protection and Confidentiality.
- To complete all Jessie May mandatory training, within the required timescales.
- The welfare of children and young people with who we support and come into contact with, either directly, or indirectly, is paramount to all staff at Jessie May and it is our responsibility to ensure that best practice is followed and that you adhere to the Jessie May values and Code of Conduct at all times.

### **To be noted**

- This is not an exhaustive list of tasks; Jessie May employees may be asked to undertake other ad hoc tasks relevant to the scope and purpose of the role. This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed subject to amendment in consultation with the post-holder.



## Jessie May Culture and Code of Conduct

The Jessie May team has created a 'code of conduct', which outlines the organisational culture. The behaviors that all team members adhere to are that:

We are caring and compassionate, actively looking out for one another and supporting workloads where we can.

We support and understand each other's priorities.

We are friendly and inclusive of everyone we come into contact with.

We maintain a professional attitude, fostering a culture of openness and actively encouraging constructive feedback among ourselves.

We are ambitious and hardworking and celebrate one another's achievements.

## Terms & Conditions and Employee Benefits

Conditions, including but not limited to the following:

Checks: The appointment is subject to satisfactory references, DBS check and a probationary period of six months.

Pension: Employer's contribution 5%

Death in Service Provision (once successfully passed probation)

Work base: Hybrid – Home working and Charlton Farm Office - Charlton Drive, Wraxall, Bristol, BS48 1PE, United Kingdom

Holiday entitlement: Annual leave is 27 days pro rata, plus bank holidays.

Employee Assistance Programme

Team Away Days and Social Events

Free on-site parking (if available)

Free office refreshments

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Training</b>	<ul style="list-style-type: none"> <li>Educated to a general standard of education, including Maths. and English GCSE.</li> </ul>	<ul style="list-style-type: none"> <li>Experience using CRMs or clinical systems</li> </ul>
<b>Knowledge / Experience</b>	<ul style="list-style-type: none"> <li>Experience in a busy administrative role with competing priorities</li> <li>Experience of coordinating schedules, rotas or bookings</li> <li>Experience in maintaining accurate records</li> <li>Experience using Microsoft 365</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with sensitive data</li> <li>Experience of using Mailchimp</li> <li>Experience of supporting family facing services with the third or public sector</li> </ul>
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>Able to work at pace while maintaining excellent attention to detail</li> <li>Highly organised, with strong follow-through and the ability to manage multiple tasks simultaneously</li> <li>Strong written and verbal communication skills</li> <li>Able to quickly learn new systems and processes.</li> </ul>	
<b>Aptitude, personal characteristics</b>	<ul style="list-style-type: none"> <li>Positive, 'Can Do' attitude.</li> <li>Calm, steady and reliable under pressure</li> <li>Proactive and solutions focused attitude.</li> <li>Comfortable working independently and as part of a wider team.</li> <li>Commitment to safeguarding, confidentiality and high-quality service</li> </ul>	

## How to apply

Please email [hradmin@jessiemay.org.uk](mailto:hradmin@jessiemay.org.uk) your CV and covering letter answering the following two questions;

- Why do you want to work with Jessie May and in this specific role? (up to 250 words)
- How do you meet the skills, experience and qualities set out in the job description and person specification? (up to 750 words)

As part of our commitment to being a Disability Confident Employer we guarantee an interview to anyone who identifies as disabled (as defined by the Equalities Act 2010) that meets the essential criteria set out in the person specification.

If you have a disability and would like to be considered under this initiative, please let us know in your application.

We would be grateful if you could also take the time to complete our anonymous [equalities monitoring form](#).

**Closing date: 11pm 15/06**

**Interview date: Tuesday 23/06**

