

Job Description

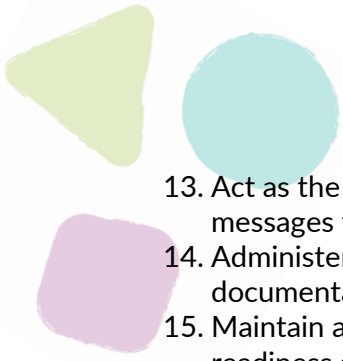
Job Title:	Clinical Governance, Quality and Practice Education Administrator
Responsible to:	Deputy Director of Care- Practice Development and Quality Assurance
Accountable to:	Director of Care

Job Purpose:

To provide high-quality administrative support to the Clinical Governance, Quality, and Practice Education functions within the Care Directorate at Acorns Children's Hospice. The Administrator will ensure efficient coordination of clinical education, governance activities, quality monitoring systems, and audit processes. Working collaboratively with the Lead Practice Educator, Clinical Governance Leads, and wider Care teams, the postholder will champion accuracy, continuous improvement, and excellence in service delivery through well-organised administrative systems, learner support, and effective communication.

Main Duties:

1. Provide robust administrative support to the Clinical Governance, Quality and Practice Education functions, ensuring timely, accurate, and efficient processes across all related activity.
2. Coordinate learning and development schedules, including inductions, mandatory training, and clinical education events, ensuring the learning journey of staff is tracked, monitored and supported.
3. Support the implementation and tracking of clinical governance activities including audits, policy reviews, incident reporting, and risk management tasks.
4. Working with the Executive Assistant for Care on producing clinical governance and quality reports, including the accurate logging and tracking of actions, outcomes and learning.
5. Support the maintenance of Acorns Academy (Learning Management System) by updating records, uploading materials, and generating reports to monitor compliance and training uptake.
6. Liaise with new starters and their line managers to ensure a smooth onboarding process, supporting timely completion of induction, core learning and probation milestones.
7. Collaborate with the Lead Practice Educator and Senior Care Leadership Team to build and revise learning pathways that reflect current standards, role requirements and individual development needs.
8. Coordinate communications across the care directorate regarding training schedules, clinical governance updates, and learning opportunities using appropriate channels.
9. Liaise with internal and external trainers, guest speakers, and partner organisations to support the effective delivery of learning and governance sessions.
10. Manage invitations, joining instructions, reminders and post-session communications to participants and facilitators.
11. Support the development and formatting of training materials, policies and presentations in line with Acorns branding and accessibility standards.
12. Prepare virtual and in-person learning environments, ensuring appropriate resources and equipment are available and functional.

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13. Act as the first point of contact for clinical education and governance queries, triaging messages from the Academy support inbox and directing issues appropriately.
 14. Administer student placements in collaboration with universities, including gathering documentation, coordinating allocation, and supporting their journey with Acorns.
 15. Maintain and monitor training supplies, equipment and evaluation tools, ensuring readiness and availability for events.
 16. Raise and manage purchase orders, invoices and other financial transactions relevant to departmental activity.
 17. Maintain secure and compliant electronic and paper records in accordance with Acorns policies and data protection standards.
 18. Assist managers and team leads in navigating and utilising the Learning Management System effectively to support team compliance and development.
 19. Support the coordination of clinical audits, evaluations, surveys and quality improvement initiatives.
 20. Participate in quality assurance and service improvement projects related to clinical practice education and governance.
 21. Report and log incidents, near misses and complaints in line with Acorns policy, supporting appropriate follow-up and learning.
 22. Contribute to a positive and professional working environment, acting as a role model for high standards of conduct, confidentiality, and service excellence.
 23. Travel to Acorns sites as required to support delivery of training, education events or governance meetings.

Infection Prevention and Control


All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety


All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.



Safeguarding

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Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

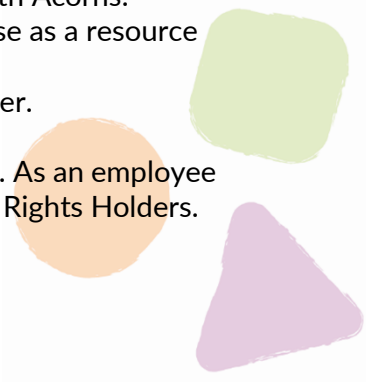
Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

Other Duties:

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

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Person Specification: Clinical Governance, Quality and Practice Education Administrator

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > A good standard of education 	<ul style="list-style-type: none"> > Administration qualifications eg. NVQ 1&2
Experience	<ul style="list-style-type: none"> > Previous experience working within an administration role in a varied work environment. > Previous experience of databases, Excel, LMS or similar systems > Word processing to a high standard 	<ul style="list-style-type: none"> > Experience of working in a clinical setting
Skills and Ability	<ul style="list-style-type: none"> > Excellent administration and organisational skills. > Excellent written and verbal communications skills. > IT literate > Attention to detail > Accurate > Ability to prioritise own workload and work to deadlines. > Ability to understand, exhibit and implement excellent customer care attitude and behaviour > Committed to the highest standard of service delivery 	
Behaviours	<ul style="list-style-type: none"> > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success 	

Terms and Conditions of Employment

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Job Title:	Clinical Governance, Quality and Practice Education Administrator
Responsible To:	Deputy Director of Care- Practice Development and Quality Assurance
Accountable To:	Director of Care
Location:	Nearest Acorns Hospice
Salary:	Acorns Pay Level A
Notice:	8 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays (pro rata)
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.