

Reception & Administration Assistant



Part-time Post

Pay

£12.21 per hour

Annual Leave

12 days including Bank Holidays

Hours of Work

Part Time - 15 Hours per week
(Thursday & Friday) Plus Annual Leave cover

Location

The Butterfly Hospice Trust Charity Office,
Boston, PE21 9DH

About the Role

As the first point of contact for the Butterfly Hospice, you will provide a warm, professional and compassionate welcome to everyone who visits or contacts the hospice. This role combines reception and administrative support to help ensure the smooth day-to-day running of the Charity Office and to support teams across the organisation.

Key Duties

- Welcome visitors, families, supporters and volunteers
- Answer and direct telephone, email and in-person enquiries
- Provide general reception and administrative support across the Charity Office
- Support event administration, including bookings, ticket sales and payment processing
- Process donations accurately and sensitively
- Manage organisational databases and ensure confidentiality

Post Requirements

- Experience in an administrative or office-based role
- Friendly, professional communicator (written and verbal)
- Strong organisational skills with the ability to manage priorities and workload
- Proactive team player with good attention to detail
- Confident IT user, including all aspects of Microsoft Office
- Good numeracy and literacy skills (GCSE grade 4/C or above in Maths and English, or equivalent)

Closing Date for Applications: 12 noon Friday 27th February 2026

If you are interested in this vacancy, please email lauren.cole@butterflyhospice.org.uk or call 01205 311222 for an application pack.

Rowan Way, Boston, Lincolnshire, PE21 9DH

E: enquiries@butterflyhospice.org.uk

T: 01205 311222

Registered Charity Number: 1113697

Registered Company Number: 05325476

THE BUTTERFLY HOSPICE TRUST
RECEPTION AND ADMINISTRATION ASSISTANT
JOB DESCRIPTION



POST: Reception and Administration Assistant

RESPONSIBLE TO: Finance and Business Development Manager

PURPOSE OF JOB:

To provide a warm and professional welcome to all guests, visitors, supporters and partners of The Butterfly Hospice Trust. Acting as the first point of contact for the Charity Office, you will embody our core values, creating a positive first impression that reflects the caring and supportive environment of the hospice.

This role combines reception and administrative support to ensure the smooth and efficient running of our charity office and entails various clerical duties. You will support fundraising, volunteering and communications teams whilst providing administrative support across the charity team as and when required.

MAIN DUTIES AND RESPONSIBILITIES:

Reception & Communication

- Provide a professional and welcoming reception service for all guests, visitors, families, volunteers and staff.
- Answer and direct telephone, email and in-person enquiries promptly and courteously across the charity.
- Manage the main inbox (enquiries@) and ensure messages are responded to promptly or directed appropriately.
- Offer and provide hospitality to visitors as and when required.

Administration & Office Support

- Provide general clerical and administrative support across the charity office.
- Prepare and distribute correspondence/letters and support with social media updates, newsletters, flyers and posters as and when required.
- Support event administration such as bookings, ticket sales and payment processing.
- Assist with volunteer administration, including contact lists, forms and communications, including monitoring Comms email when required.
- Handle donations in a respectful and accurate manner, issuing receipts and recording transactions.
- Maintain office supplies and monitor the use of equipment and resources.
- Manage post and deliveries, ensuring appropriate distribution.

- Record meeting minutes when requested and ensure accurate documentation is filed and shared.
- Support the banking process, such as counting and preparing collection tins.
- Assist with bookings for the overnight stay facility.
- Update OptiSigns (Charity TV) with relevant information and remove information.
- Check signing in app daily to ensure all staff, volunteers and visitors are signed in.
- Support the collection and monitoring of feedback forms to help inform and improve services.
- Support the reconciliation of kitchen takings, ensuring card receipts and chefs' payment records are accurately recorded and verified against daily income logs.

General Responsibilities

- Maintain a professional and positive approach and act in accordance with The Butterfly Hospice Trust's policies and procedures, including and Code of Conduct.
- Escalate any concerns or issues to the appropriate manager in a timely and responsible manner.
- Uphold confidentiality and data protection in all activities.
- Be flexible and adaptable, recognising that duties may evolve as the organisation continues to grow and develop.

Organisational Responsibilities

- Contribute to the overall mission, vision and strategy plan of the Butterfly Hospice Trust and its objectives.
- Provide a supportive working environment to all staff and volunteers in line with The Butterfly Hospice Core Values.
- Attend regular supervision and team meetings as required.
- To develop and contribute to reports as relevant to the post holder's responsibilities.
- To undertake any other reasonable duties, to support the smooth running of the organisation, under the direction of Line Manager.

Promotion of a Supportive Working Environment

At The Butterfly Hospice Trust, we believe a supportive working environment is one where every contribution is valued, recognised and celebrated. We are committed to fostering a culture where team members and volunteers feel encouraged, empowered and confident to develop both personally and professionally. It is everyone's responsibility to contribute to a supportive and positive team culture and uphold our core values.

Training and Development

Training and development are an important commitment to support and nurture our staff. All employees are required to complete mandatory training and are encouraged to explore ongoing professional development and learning opportunities, helping to foster a culture of continuous improvement.