



JOB DESCRIPTION

Job Title: Administrator

Reporting to: The Home Manager

Job Purpose

The administrator ensures that the business is administered in a professional manner, supporting the manager to run the home smoothly and achieve the business' aims and objectives. He/she acts as front of house, being the first point of contact for visitors and telephone enquiries, fostering a professional and caring image of the home. The administrator also keeps the support office fully informed of all matters relating to the home.

Job Duties

Residents:

- Complete show arounds when potential clients make enquiries.
- Keep the daily/current occupancy list up to date and ensure that the support office is informed of all resident changes by scanning and emailing over the appropriate forms.
- Become familiar with funding arrangements that could be available to residents. Help new clients and their families to apply for the appropriate financial assistance.
- Deal with financial matters as requested by residents/relatives.

Recruitment/Staffing:

- Have a full understanding of the home's recruitment and selection policy and follow the recruitment process for all new starters.
- Liaise with the HR team regarding current vacancies and recruitment advertising, as directed by the manager.
- Support the recruitment process, including shortlisting applicants and assisting with interviews for relevant posts.
- Oversee and support, where necessary, to ensure that the home's recruitment spreadsheet is kept up to date.
- Liaise with all parties enquiring about job vacancies, ensuring that appropriate and timely action is taken.
- Book agency/bank staff, as directed by the home manager, in line with the company's authorisation process.



- Log and keep up-to-date records of all staff sickness and absence, updating HR on any related queries, including long-term absence.
- Ensure that the computerised payroll system operates effectively, reporting any defects and using the system as directed by the support office. If the computerised system is unavailable, collect timesheets and prepare a timesheet summary for faxing to support office for approval.
- Keep up-to-date records regarding working time regulations for all members of staff after the manager has identified any for whom this may be applicable.
- Maintain all staff files to a good order.
- Liaise with HR in the event of any sensitive staffing issues.
- Record and keep up to date staff annual leave, both on a manual form and on the electronic system.

General Administration:

- Be responsible for the day-to-day running of the office.
- Support the home manager to control business priorities through planning and checking on tasks and targets including training, NMC Pin numbers etc.
- Direct and support the administration assistant to achieve efficient administrative systems.
- Answer the telephone in a business-like and professional manner.
- Assist with front of house to ensure all guests are met and welcomed to the home politely.
- Attend to daily correspondence and all other administration using word processing and spreadsheet packages, as appropriate.
- Ensure that all enquiries are logged onto the electronic system by the close of business each day and followed up appropriately.
- Prepare sales invoices and maintain the sales ledger, taking first-line responsibility for credit control.
- Place orders with suppliers and follow the requisition process as directed by the manager.
- Record cheques/cash received in a cash book/electronic system and bank as necessary.
- Collect/deliver items from/to the GP surgery, as required.
- Photocopy and scan documents when necessary.
- Order stationery and other items, as required, following the correct authorisation procedures.
- Email the petty cash, residents' money and activities summaries to head office.
- Keep petty cash records and order replacement petty cash cheques as required. Use every endeavour to promote the home to all external agencies including Social Services, NHS practitioners and members of the public in all day-to-day dealings.
- Perform banking duties as and when required.



- Help to market the home including preparing mailshots to contacts out in the community.
- Have a full working knowledge of the electronic system to upload enquiries, enter residents' personal information and staff details, upload contracts, update documents due to expire and assist with rotas.
- Take the lead on archiving for the home, following the correct procedure.
- Be aware of CQC standards.
- Be aware of the basic codes of conduct (e.g. GSCC, NMC).
- Comply with all operational instructions and other management directives.
- Understand and promote the company's core values and the philosophy of care.
- Maintain strict confidentiality regarding residents, staff and company business.
- Always follow the home's written policies and procedures.
- The working hours are Monday – Friday, although some flexibility will be required according to the needs of the home, including weekend cover.
- Complete any mandatory training specified to ensure that you are competent to fulfil the responsibilities of your role.
- Share information, where appropriate, with key partners, working to data protection and Caldecott principles.

Specific Qualifications/Skills/Attributes

- Strong organisational and methodical approach to work with particular attention to detail
- Proficiency in using Microsoft Office
- Experience of working in an administrator role within a similar, busy environment would be beneficial
- Strong communication skills, both oral and written
- Excellent interpersonal skills including a polite and professional approach

This job description is not exhaustive and other duties may be required according to the needs of the home.