

Job Description

Job title	Administrator	Job family	Priority Adult Care
Reporting to		Job code	SS/TBC
Location		Evaluation Date	August 2018

Job Purpose

Required to provide efficient, professional and effective administrative and secretarial support within the home.

Responsibilities

Quality

Provides efficient and effective administrative and secretarial support to the home, including document and report production, telephone enquiries, diary management, payroll input meeting and greeting visitors and other administrative tasks as appropriate.

Handles external and internal enquiries, recognising the level of importance of particular enquiries or issues and applying the appropriate prioritisation. Passes issues and enquiries on for appropriate action to ensure the highest level of service.

Ensures that all information and documentation is correctly processed in line with policies and procedures in order that regulatory, statutory, compliance and financial requirements are met. Maintains the audit trail ensuring up to date and accurate information can be provided or accessed as required.

Updates staff and resident records and central and local database systems, ensuring accuracy of all data input.

Ensures the effective operation of delegated administrative processes and procedures.

Innovation

Seeks to improve processes and the general ebb and flow of information so that the division can operate efficiently.

Value

Ensures the services and support provide offers good value for money and supports the overall aim of the site.

Knowledge / Education / Skills

The role holder should be educated to GCSE level or equivalent standard, with a high level of English and numeracy.

The role holder should also possess excellent keyboard and PC skills with a basic level of proficiency for the standard range of office applications such as word and excel.

The role holder will have exceptional organisation, reception and clerical skills.

The role holder organises and prioritises own work within established procedures, but refers more complex issues to the appropriate manager.

Generally, the role holder will work within existing procedures and processes; however, there will be the need for a flexible approach to problem solving.

Experience

Previous work experience within an administrative, customer service, clinical, educational or other appropriate background.

Responsibility

Staff

No supervisory responsibility.

Budgets & equipment

No budget or financial responsibility. However the role holder will have responsibility of monitoring the reducing budget and feeding back any queries to the Home Manager.

Informatics

Responsible for the security, confidentiality and accuracy of data, information and systems.

Communication

Communications will regularly require some judgement, as information will need to be gathered and exchanged to facilitate administrative processes and relationship management. The range of communications within this role can be emotionally and physically demanding. The range of priorities and deadlines will also put demands on the role holder.

Working Environment

The problems faced by residents may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

Special Features

The role holder may be required to undergo certified and mandatory training.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector