

Our Values:

Support and listen

Use an open, honest culture

Put you at the heart of our service

Ensure you feel safe

Respect your life choices

Be kind and compassionate



Job Title:	Home Administrator
Salary:	(depending on experience and qualifications)
Reporting to:	Home Manager / Shift Leader
Hours of work:	Up to 37 hours per week, including weekends, bank holidays and evenings as required to meet service needs

Job Purpose

To deliver a high-quality administration and reception service to the home, demonstrating outstanding customer service in a polite and tactful way. Using excellent IT skills to execute all required administration tasks, including recruitment and staffing and payroll paperwork, finance administration, administering residents' personal allowances, ensuring care charges are accurately invoiced and paid. Professionally handling telephone and written communication queries and responding to these as required.

Main Duties and Responsibilities

- To prepare and administer admission, discharge and charging information, ensuring care charges are accurately invoiced and paid, maintaining accurate resident records
- To assist and support the Home Manager with the recruitment process, managing and maintaining a filing system for all staff records, including a training database
- Provide secretarial support to the Home Management Team, including meeting management e.g., co-ordinating agenda items, and taking notes
- Manage email inboxes and distributing / responding as appropriate.
- To administer all finance systems, including sales and purchase ledger, petty cash, banking, etc and provide financial information to assist the PMM in the production of budget reports
- Be responsible for the procurement of a reliable supply chain for stationery etc

General

- Work effectively in your team, sharing knowledge and best practice
- Comply with company policies and procedures and ensure up to date knowledge
- Practice responsible safeguarding, raising awareness of risks and hazards
- Keep accurate records
- Maintain confidentiality
- Promote anti-discriminatory behaviour, being culturally sensitive about personal characteristics

The duties and responsibilities in this job description are not exhaustive but represent the type of work required. The postholder will be required to undertake other duties appropriate and consistent with the purpose of the job.

Selection Criteria A = Application Form, I = Interview, T = Test or Case Study, P = Personal Assessment	Essential (E) or Desirable (D) Criteria	Assessment Method (A, I, T, D)
Attributes / Skills:		
1. Effective communication	E	A, I
2. Interest in working in residential care setting	E	A, I
3. Ability to build meaningful relationships whilst maintaining professional boundaries	E	I
4. Punctuality and reliability	E	I
5. Conscientiousness and attention to detail	E	A, I
6. Patient and empathetic approach	E	I
7. Willingness to participate in training sessions as required	E	I
8. A reasonable level of fitness	D	P
9. Commitment to Equality, diversity, and inclusion	E	I
10. Clear understanding of confidentiality	D	A, I
11. Able to deliver excellent customer service	D	A, I
12. Good knowledge of Microsoft Office packages	E	A, I
Experience:		
1. Experience in a social care environment	D	A, I
2. Experience of business or finance administration	E	A, I
3. Experience of HR / recruitment processes and legislation	D	A, I
4. Secretarial experience	D	A, I
5. Knowledge of health and safety requirements and standards	D	A, I
6. Demonstrable evidence of spotting gaps and opportunities, analysing trends and implementing continuous improvements.	D	A, I
Qualifications / Training:		
1. GCSE English and Maths or equivalent	E	A
2. Level 2 Business Administration	D	A
3. First Aid	D	A

This Job Description and Person Specification are revised periodically and amended as necessary to ensure that the content reflects the needs of the service.

I acknowledge the receipt of the above job description:

NAME: _____

SIGNATURE: _____

DATE: _____