



JOB DESCRIPTION

Job Title: Administration Assistant

Reporting to: Administrator

Job Purpose

The administration assistant deals with all administrative functions to ensure that the business is administered in a professional manner and supports the manager and administrator in the smooth running of the home. The administration assistant keeps the support office fully informed of all matters to do with the home. He or she is also the first point of contact for visitors and telephone enquiries, fostering a professional and caring image of the homes.

Job Duties

Residents:

- Become familiar with funding arrangements that could be available to residents. Help new clients and their families to apply for the appropriate financial assistance.
- Show around potential clients as and when required to do so.

Staffing:

- Liaise with HR department in the event of any sensitive staffing issues.
- Liaise with all parties enquiring about job vacancies, ensuring that appropriate and timely action is taken.
- Liaise with the HR team to place advertisements for job vacancies, as directed by the home manager.
- Have a clear understanding of the home's selection and recruitment policy and follow the recruitment process for all new starters.
- Help to maintain the home's recruitment spreadsheet.
- Log and keep up-to-date records of all staff sickness and absence.
- 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.
- Book agency/bank staff as directed by the manager, in line with the company's authorisation process.
- 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 the support office for approval.

- Update staff training records, maintain personnel files and print out relevant training certificates promptly and efficiently.

General Administration:

- Be responsible for the day-to-day running of the reception/admin office.
- Support the home manager to control business priorities through planning and checking on tasks and targets including training, recruitment, agency usage etc.
- Answer the telephone in a business-like and professional manner.
- Meet and welcome all visitors to the service.
- Take minutes for meetings, as directed by the home manager.
- Ensure that all enquiries are logged onto the electronic system by the close of business each day and complete follow ups.
- 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.
- Attend to daily correspondence and all other typing using word processing and spreadsheet packages, as appropriate.
- Collect/deliver items from/to the GP surgery, if required.
- Photocopy and scan documents as necessary.
- Order stationery, as required, following the correct authorisation procedures.
- Place orders with suppliers and follow the requisition process, as directed by the manager.
- Perform banking duties as and when required.
- 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, date and upload employment contracts.
- File and archive records.
- Be aware of CQC standards.
- Always follow the home's written policies and procedures.
- Comply with all operational instructions and other management directives.
- Understand and promote the company's core values and the philosophy of care.
- Complete any mandatory training 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 Microsoft Office
- Experience of working in an administrator role in 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.