

# Job description



**Job title:** Business Administrator

**Responsible to:** Home Manager

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## Our Values

- ❖ Fulfilling Lives is our core purpose
  - ❖ Every one of us makes a difference is the belief that drives us
  - ❖ Caring, Passionate and Teamwork are the values that underpin everything we do
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## Job Summary

The Business Administrator, reporting to the Home Manager, will be accountable for all aspects of financial and other administration for the home, including payroll, resident admission / discharge processes, recruitment and human resources.

## Key Responsibilities

### Finance and payroll

Accountable for the administration of key financial processes in the home, in accordance with company policy and procedures, as outlined below:

- Ensuring the accurate and timely completion of the resident admission and discharge process prior to a resident entering or leaving the home. This will incorporate: the collation of the signed self-pay contract; obtaining Social Services / Clinical Commissioning Group [CCG] purchase orders; collection of deposit and administration fees, as applicable.
- Submission of accurate invoicing / funding information to the Finance Operations Team in order to raise invoices/credits in a timely and accurate manner.
- Liaison with Social Services / CCG and other funders to ensure that the correct funding is in place prior to the admission of the resident, where applicable.
- Liaising with the Finance Operations team, Residents and Next-of-kin where necessary to assist with the collections of overdue resident fees.
- Ensuring the timely completion of the starters, leavers and amendments process for all home colleagues to ensure that the payroll is accurate.
- Management of home level pay rates in accordance with policy and procedure
- Using the time and attendance system manage exceptions and resolve payroll queries.
- Weekly/monthly submission of approved hours to the payroll team.
- Ensuring the accurate and timely capture and reporting of agency hours for reporting purposes.
- Purchasing responsibilities include: ordering goods and services, receipting deliveries, and approval of invoices for payment.
- Be accountable for petty cash and resident's personal money including: maintenance of accurate records and receipts; deposit and withdrawal of funds from the bank; monthly auditing of records; and safekeeping of funds.
- Be responsible for managing the safe and recording all contents.

## **HR and Recruitment**

Be accountable for the administration of key HR and recruitment processes in the home, in accordance with company policy and procedures, as outlined below:

- Carry out recruitment and post offer processes including using the Applicant Tracking System.
- Take the initiative to advertise vacancies in the local community/area.
- Understand the key legislative and regulatory requirements for working in a care setting
- Maintain accurate and up to date personnel records.
- Maintain the HR Information system accurately.
- Maintain an accurate record of contractual and personal changes for all colleagues.
- Understand where to find key HR policies.
- Process maternity and all other family leave in accordance with policy.
- Process and advise on all absence in accordance with policy.

## **General Administration**

To provide administrative support as may be requested from time to time by the home manager. To include, but not limited to:

- Supervise receptionist or receptionist administrator where applicable
- Communicate key reporting information and timetables to the leadership team and colleagues in the home.
- Manage key processes in a methodical and organised manner to meet all reporting and submission deadlines.
- Maintain accurate resident records including next of kin and emergency contact details.
- Undertake regular archiving ensuring accurate recording of documents.
- Minute meetings, as and when required, typing and circulating minutes.
- Attend team meetings as and when requested to do so by the home manager.
- Deal with all enquiries as required ensuring that information is recorded accurately.

## **Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

## **Health and Safety**

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

## **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company's ISO27001 accreditation. This includes, if required to do so, obtain,

process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

- ❖ This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
- ❖ This job description is subject to regular review and appropriate modification.

# Person specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSEs (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Administration in a process driven environment</li> <li>Of HR and payroll systems</li> <li>Income and expenditure processes</li> </ul>	<ul style="list-style-type: none"> <li>Experience of recruitment procedures</li> <li>Experience of working in a nursing and residential care environment in an administrative capacity</li> <li>Experience of a shift driven hourly payroll</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of Microsoft Office applications particularly outlook, word and excel</li> <li>Excellent communication skills both written and verbal</li> <li>Possesses good numerical skills</li> <li>Excellent organisational skills and methodical approach.</li> <li>Customer service skills</li> <li>Good time management and planning skills</li> <li>Attention to detail and accuracy</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of CQC requirements with regard to the registration of a nursing/residential care home</li> <li>Knowledge of employment legislation</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Self-motivated, flexible and enthusiastic approach to work</li> <li>Works collaboratively with others sharing ideas and information at all times</li> <li>Effectively builds trust with a consistent approach between actions and words</li> <li>Keen to learn and improve own performance</li> <li>Committed to communicate with customers to understand their needs</li> <li>Will go the extra mile to help fulfil customers' needs</li> <li>Has a 'can-do' attitude to work</li> <li>Ability to work unsupervised and maintain professional standards</li> <li>Personable, professional and approachable manner</li> <li>Will respect confidentiality</li> </ul>	