

JOB DESCRIPTION

JOB TITLE: Administrator
RESPONSIBLE TO: Home Manager
ACCOUNTABLE TO: Regional Director

Care UK's Values

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

Job Summary

To manage the administrative procedures within the home as directed by the Home Manager and to provide reception cover, promoting the Home and company to potential customers, appropriate authorities and colleagues in a pleasant, caring and professional manner.

Key Responsibilities

Administration

- To receive all residents/visitors to the Home in a pleasant efficient manner. Ensuring that the Visitors Book is completed and the appropriate person is notified of their arrival.
- To ensure that the reception area creates a positive first class impression, that it is tidy, welcoming and clean with up to date information available.
- To answer the telephone promptly and deal with enquiries in a helpful, courteous and welcoming manner, being aware of the need to maintain confidentiality at all times regarding staff and residents.
- Liaise and build relationships with relatives, residents, professional service providers and other visitors.
- Comfort relatives at times of distress ensuring that they receive privacy and empathy.
- Undertake the position of appointee for residents without a living next of kin or any other person willing to accept the responsibility.
- To perform secretarial/clerical duties as required by the Home Manager
- To ensure all correspondence received is date stamped and receives prompt attention.
- To ensure that the Home's filing system is maintained accurately and promptly.
- To ensure that when absent from the workplace key individuals are up to date with the location of files, equipment, contact details of relevant people/agencies in order to provide a seamless service.
- To provide administrative and clerical support and other support as may be requested from time to time by the Home Manager and other Senior Personnel.

Financial

- Undertake purchase ledger responsibilities including ordering, reconciliation of delivery notes and payment of invoices.
- Undertake sales ledger responsibilities including :
 - The provision of accurate financial information to the Billing Team in order to raise invoices/credits in a timely and accurate manner
 - The submission of all new Private Resident contracts to Colchester Office
 - The liaison with Social Services / PCT / and other funders to ensure that the correct funding is in place where applicable
 - The Liaison with the PCT to ensure that the Free Nursing/Personal Care is in place in a timely manner
- Manage petty cash, resident's monies and staff lunch monies.
- Deposit/cash monies as required at the designated bank.
- Undertake credit control – chasing debts and late payments.
- Where necessary in accordance with Company Guidelines ensure that private resident's billing accounts are accurate and up-to-date.
- To provide all information that may be required by the Head Office Finance Department, in particular all information required for the production of monthly accounts.

HR

- Maintain training records for both mandatory and regulatory requirements.
- Undertake checks on PIN numbers, Visa expiry dates and CRB checks on the required renewal dates.
- Order uniforms and badges where they are in use.
- Advise employees on HR policy or where to find information.
- Understand the benefits associated with working with Care UK and be able to explain them to new members of the team.
- Ensure that all new members of the team complete their induction.
- Ensure that all end of probation interviews are carried out, paperwork is completed and records update.
- To accurately record and up-date information on personnel record files.

Recruitment

- To assist the Home Manager with the recruitment of staff using the Company's Candidate Management System, ensuring that the process is followed accurately and takes into account relevant legislative requirements with regard to discrimination.
- Ensure that all pre-employment checks are undertaken and that all prospective employees are fit to work in accordance with CQC regulations and Company policy

Payroll

Business Systems

To effectively manager all people data using the company's business systems.

This will include but not be limited to:

- Regular and timely maintenance of all employees personal data including change of name, address, bank account information, variations to contractual terms and conditions, changes to rates of pay and alterations in contractual hours.

- Ensure all starters and leavers are updated in the system weekly in order to ensure that payroll is accurate and no overpayments are made to leavers.
- Ensure that all absences are maintained accurately including, holiday, sickness and unauthorised absence.
- Make sure that all data entered complies with the HM Revenue & Customs Real Time Information requirement.
- Ensure that all employees' timesheets are accurate, signed off by the Home manager and hours input into the payroll system on a weekly basis.
- Ensure that P45's or P46's are submitted to the payroll team.

General

- To perform data collection and carry out analysis of sales activity working alongside the manager/sales team to ensure all sales and customer service activity is recorded. To highlight areas of success and identify where resources are not being effectively utilised. To ensure ordering of sales support/marketing materials is timely and all literature is kept up to date and available for the sales team and visitors as and when required.
- Comply with the Company Appraisal system and attend an appraisal every year.
- Ensure updated mandatory training requirements are met.

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.

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.

I confirm I have read and understand this job description

Name of post holder

Signature

Date

| HAZARDS | | | | |
|-------------------------|--|--|--|---|
| Laboratory specimens | | Clinical contact with patients/residents | | Performing exposure prone invasive procedures |
| Blood/body fluids | | Dusty environment | | VDU use ✓ |
| Radiation | | Challenging behaviour | | Moving and handling ✓ |
| Solvents | | Driving | | Noise |
| Respiratory sensitisers | | Food handling | | Working in isolation |

Person Specification

| CRITERIA | ESSENTIAL | DESIRABLE |
|---------------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> GCSEs (or equivalent) including English and Maths | |
| Experience | <ul style="list-style-type: none"> Administration in a process driven environment Using an HR or payroll or finance system Recruitment and selection procedures Using Core Microsoft Office applications Income and expenditure processes | <p>Experience of working in a nursing and residential care environment in an administrative capacity</p> <p>Experience of a shift driven hourly payroll</p> |
| Technical Skills | <ul style="list-style-type: none"> Excellent communication skills both written and verbal Possesses good numerical skills Good systems knowledge and skills Excellent organisational skills and methodical approach. Advanced customer service skills Good time management and planning skills Attention to detail and accuracy | <p>Knowledge of CQC requirements with regard to the registration of a nursing/residential care home</p> |
| Personal Qualities | <ul style="list-style-type: none"> Keen to learn and improve own performance Committed to communicate with customers to understand their needs Will go the extra mile to help fulfil customers' needs Has a 'can-do' attitude to work Ability to work unsupervised and maintain professional standards Personable, professional and approachable manner Smart appearance Will respect confidentiality Flexible and adaptable | |