##### JOB DESCRIPTION

**JOB TITLE: Central Operations Administrator**

**RESPONSIBLE TO: Central Operations Manager**

**ACCOUNTABLE TO: Head of Central Operations**

**Care UK 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

**Job Summary**

As part of the central operations admin team you will:

* provide support to the wider business in relation to the processes and systems operated or managed by Central Operations. To include, but not limited to: ways of working, MyCareUK.com, Smartsheet, company vehicles and relevant training, grey fleet, uniforms and ArrangeMY.
* Deal with queries received via email, telephone or directly through webforms.
* Resolve or escalate queries as appropriate within agreed timescales to maintain service levels.
* Perform back-office maintenance of the various systems and housekeeping the information contained within them.
* Maintain reporting systems and databases to ensure on time reporting and accuracy of information.
* Undertake agreed ad-hoc tasks as required.

### Key Responsibilities

* Review and respond to requests received via the Central Operations Smartsheet, centraloperations@careuk.com or mycareuk@careuk.com inboxes.
* Escalate where appropriate any received requests to the relevant person or department if they can’t, or shouldn’t, be resolved directly.
* Provide initial support to colleagues using / accessing MyCareUK.com, helping with login issues, unlocking of accounts.
* Upload updated content to MyCareUK.com as / when required.
* Provide initial support to colleagues using / accessing Smartsheet, helping users with login issues, or accessing information.
* Updating Smartsheet user information and Groups to ensure it remains current and aligned to the company structure.
* Work with content owners to create new or update existing Ways of Working documents in line with agreed company brand guidelines.
* Ensure that updated Way of Working content is fed through for timely upload to MyCareUK.com.
* Provide support to colleagues with company vehicle driver or training, Grey Fleet or initial salary sacrifice vehicle enquiries.
* Provide support to colleagues with uniform queries, including accessing the order portal.
* Work as part of the wider Central Operations team and provide additional support to the team as required.
* Provide support to colleagues with ArrangeMY enquiries.
* Support the new build home process through supply of commissioning materials, documentation and appropriate registrations.

This list of key responsibilities is not exhaustive, the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

### 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 …………………………………..

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| **Hazards** |
| Laboratory specimens |  | Clinical contact with 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**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * GCSEs (or equivalent)

 including English and Maths  | * Degree
* A Levels
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| **Experience** | * Demonstrates organisational skills to manage time effectively, meeting objectives and deadlines
* Demonstrates the importance of customer service
 | * Previous experience of data analysis and compiling reports
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| **Technical Skills**  | * Displays data management skills
* Good working knowledge of Microsoft Office products (Excel, Outlook and Word)
 | * Knowledge and use of smartsheet (training will be given)
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| **Personal Qualities** | * Highly self-motivated, proactive, personable team player
* Good communication skills both written and verbal
* Copes well under pressure whilst working to tight deadlines
* Conscientious, high attention to detail with ability to see tasks through to completion
* Methodical, analytical and logical thinker
* Able to demonstrate use of initiative
* Confident and able to provide help and support to other colleagues and customers
* Able to maintain privacy and confidentiality
* Commitment to personal development and the acquisition of new knowledge and skills
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