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| **Job Title:** | **Administrator** |
| **Reports To:** | **General Manager** |

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| **Job Summary:** | To support the General Manager, staff and residents in administrative tasks to ensure the smooth and efficient management of the service and meet Head Office deadlines on financial procedures and all information returns. |

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| **Role Responsibilities:** |
| * Responsible for the collection of data to enable invoicing to be carried out by Head office. Checking invoices on receipt from Head Office and distribution of these invoices punctually. Including notification of new residents, deceased residents or any other details relevant to the residents stay within the service.
* Collect and record fee income from individuals. Advising new residents on the process of fee payments, ensuring the monthly reconciliation and any supporting information is returned to Head Office in an accurate and timely manner.
* Follow up non-payment of fees immediately if they fall into arrears and report to Head Office any areas of concern for outstanding debtors.
* Assist individual residents with financial arrangements, including the safe custody of money and valuables, adhering to verification procedures to safeguard against claims of misappropriation.
* Maintain the petty cash, recording all disbursements and action reclaims to maintain the float.
* Prepare monies raised through visitor meals for safe banking at the Company’s bank.
* Collate information and complete the weekly/monthly payroll return, to include hours worked, sickness, holidays, starters and leavers, for submission to Head Office in a timely and accurate manner to meet the payroll deadline. Administer the Careblox system
* Assist in the preparation, collation and dispatch of management information to Head Office as requested.
* Maintain records of all orders and invoices submitted for reconciliation to Head Office to allow prompt and accurate responses to enquiries.
* Place purchase orders with approved suppliers, complying with procedures, to maintain appropriate stock levels and controls and ensure expenditure is contained within agreed budget limits.
* Maintain the Purchase Ledger and assists the General Manager in the running of the Purchase Order System.
* Provide clerical support to the Manager and, when appropriate other staff, including diary management, word processing, photocopying, filing and maintaining personal records.
* Act as reception providing a focal point for visitors and telephone enquirers, promoting a positive image and customer service approach.
* To maintain Resident confidentiality and privacy.
* To attend staff meetings and staff training sessions as required.
* To adhere to service Policies and Procedures.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Hold or work towards NVQ in Computer Studies, Administration or equivalent qualifications | E | Certificate |
| Basic book-keeping and cash handling | D | Certificate |
| A minimum of 3 years clerical experience | E | CV / Application / Interview |
| **Knowledge/Skills & Abilities** |  |  |
| Ability to communicate clearly and effectively both verbally and in writing | E | CV / Application / Interview |
| Demonstrate effective interpersonal skills and professional telephone manner  | E | CV / Application / Interview |
| Demonstrate a positive attitude when dealing with others | E | CV / Application / Interview |
| Demonstrate an active interest in self-development | D | CV / Application / Interview |
| Demonstrate an ability to develop positive professional relationship with residents, visitors and colleagues within the service | E | CV / Application / Interview |
| Demonstrate an ability to prioritise your own workload effectively | D | CV / Application / Interview |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |