

Role Profile for Administration Assistant

Job Title	Administration Assistant
Reports to	Home Manager
General scope of post	<p>To support the Home Manager over the full range of reception, administrative, clerical, and external liaison functions</p> <p>To support the Home Manager generally by contributing to the efficient and effective running of the home</p> <p>To undertake certain designated financial functions for which the post-holder will be accountable to the appropriate finance employees</p> <p>Where appropriate, and when specifically directed by the Home Manager, to undertake administrative and clerical tasks in support of the following key employees: Head Nurse/Head of Care/Deputy Manager, Head Cook, Senior Housekeeper, Activities Co-ordinator, Handyperson</p>
Key Accountabilities	<ul style="list-style-type: none"> • Assist the Home Manager and other senior colleagues with a wide range of administrative processes and functions • Receive and respond to telephone calls as necessary, dealing directly with enquiries or ensuring that messages are passed to the appropriate person • Whenever available, be the first point of contact for visitors to the home, always adopting a professional and welcoming manner • Assist, as required, in meeting prospective new residents/relatives and guiding them through the organisational and financial aspects of moving to a care home • Complete all the non-clinical routine returns on behalf of the home, particularly the regular activity reports for the Trust • Be a key member of the Rostering Team and work in line with the Trust's roles and responsibilities matrix for rostering • Take responsibility for all elements of the rostering process to ensure adequate shift coverage and employees are paid correctly first time • Assist with the recruitment process and the associated correspondence • Draft correspondence on behalf of the Home Manager • Provide a link with the IT team in relation to computers, printers, mobile phones and other IT equipment located at the home • Be responsible for maintaining, distributing and ordering all stationery and office supplies for the home • Advise payroll of starters, leavers, changes and sickness • Enter starters, leavers, changes and sickness on HR.net and Staff Roster and inform payroll of these events • In liaison with the Activities Co-ordinator and Head Cook, assist with the planning and management of events at the home, e.g. residents' milestone birthdays, fetes, presentations etc • Inform the Finance team of resident admissions, departures and changes using the appropriate electronic form • Issue receipts for money received in respect of residents' accommodation fees, personal funds, day care, meals and any other sundry income • Operate the Residents Personal Monies system, petty cash account and amenity funds, including maintaining accurate records and reconciliations

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- Take cash and cheques to the bank as required and complete banking sheets for the Finance team
- Update in a timely manner the Agency records with details from agency timesheet

Number of
Direct Report

This role has no direct reports

Financial
Responsibility

This role holds no financial responsibility

Knowledge,
skills &
Abilities

Must be able to demonstrate literacy and numeracy skills in the English language
GCSE English and Maths (grades A-C) or equivalent
Any administration qualification
Very good working knowledge of Microsoft Word, Excel, Powerpoint and Outlook

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Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications</u> GCSE English and Maths (grades A-C) or equivalent IT Literate – MS Office Must be able to demonstrate literacy and numeracy skills	Any administration qualification
<u>Experience</u> Previous experience working in reception/secretarial/admin support role	Experience of working within a care organisation
<u>General Aptitude</u> Able to work independently Able to prioritise Able to accommodate changes in work practice A caring and empathetic approach to service users Have potential for further IT training	
<u>Knowledge</u> Very good working knowledge of Microsoft Word, Excel, Powerpoint and Outlook	
<u>Specific Skills</u> Excellent telephone manner Able to draft non-standard letters etc Able to undertake substantial amounts of routine administration	
<u>Numeracy</u> Good level of numerical ability Experience of cash handling and record keeping	Experience of preparing bank and cash reconciliations
<u>Interpersonal Skills</u> The ability to form positive relationships with colleagues Be able to communicate effectively and efficiently	
<u>Team Skills</u> The ability to work as part of a team and promote harmonious relationships Able to recognise and respect the contributions of other employees and act supportively	