

# Role Profile for Bursar

Job Title	<b>Bursar</b>
Reports to	Home Manager / General Manager
General scope of post	To oversee and undertake administrative and non-care management responsibilities as delegated by the Home / General Manager. To promote and maintain high standards of support for the home. To manage and lead the kitchen, administration and housekeeping teams.
Key Accountabilities	<ul style="list-style-type: none"><li>• Line management responsibility of the Administration Assistant(s), Chef/Cook, Head Housekeeper, and Handyperson</li><li>• Maintain an overall responsibility for in-house financial processes</li><li>• To oversee the budgetary and stock control of food, cleaning materials, stationery, etc</li><li>• Collate management information for all support services as required</li><li>• Participate in marketing initiatives as requested by the Home / General Manager</li><li>• Schedule and coordinate the training for all home employees</li><li>• Deal with day to day employees administration issues</li><li>• Support for dealing with resident and family queries</li><li>• Adhere to trust policies and procedures at all times</li><li>• To support the Home / General Manager in recruitment and selection of appropriately trained non-care employees in line with Trust policy and procedures</li><li>• Participate in the induction of new employees to the home and their duties. Where necessary, instigate and/or participate in the disciplinary process</li><li>• To participate in employee meetings to support the Home / General Manager as required</li><li>• Assist with the rota management and seek to fill vacant hours appropriately</li><li>• Work with other Trust employees to implement and monitor quality systems</li><li>• Sets an example by aligning behaviours and actions with the Trust's values and creates a culture that promotes a high quality service and the maintenance of standards and requirements</li><li>• Must be able to lead and support change</li><li>• Be a key member of the Rostering Team and work in line with the Trust's roles and responsibilities matrix for rostering</li><li>• Take responsibility for all elements of the rostering process to ensure adequate shift coverage and employees are paid correctly first time</li></ul>
Number of Direct Report	Direct reports – 3-6, Indirect reports – Up to 20
Financial Responsibility	This role holds no financial responsibility
Knowledge, skills & Abilities	Must be able to demonstrate literacy and numeracy skills in the English language Working towards Level 2 Diploma in Business Administration or equivalent GCSE English and Maths (grades A-C) or equivalent An understanding of CQC's expectations on care homes

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## Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications</u> Working towards Level 2 Diploma in Business Administration or equivalent GCSE English and Maths (grades A-C) or equivalent Must be able to demonstrate literacy and numeracy skills	Level 3 Diploma in Business Administration or equivalent
<u>Experience</u> Good literacy skills IT literate Basic finance skills Ability to make decisions in the absence of the Home Manager	Performance management of employees Worked in a customer facing role
<u>General Aptitude</u> The ability to relate to people in a professional and supportive manner	A proven record of working in an environment that provides care to older people
<u>Motivation</u> A commitment to provide a supportive work environment High expectations of quality To promote equal opportunities and non-discriminatory practice	
<u>Knowledge</u>	An understanding of CQC's expectations on care homes
<u>Interpersonal Skills</u> Ability to form positive relationships with colleagues Promote good relations with residents, families and volunteers	