

## **Role Profile**

### **Oxfordshire Admin Assistant**

#### **GENERAL SCOPE**

To support the Home Manager and Senior Team in a wide range of administrative tasks to ensure an efficient and effectively run home. Activities include reception, involvement in marketing activities and home events as well as rostering and reporting. The role holder should have great interpersonal skills and the ability to promote and maintain high standards for the home.

#### **KEY ACCOUNTABILITIES**

##### **General Administration**

To support the Home Manager with the full range of reception, clerical and administrative activities: including answering phones, managing messages, drafting correspondence, managing meeting room bookings, maintaining stock of non-care consumables and maintaining noticeboards.

Provide support to the Activities Co-Ordinator and Head Cook with the effective delivery of home events.

Comply with all appropriate Trust policies.

##### **Operations**

Support the Home Manager with effective rostering of internal and agency resources. Managing day to day employee queries in relation to rostering and regular non-clinical reporting as required by the Trust. Support home manager with monthly/weekly checks.

##### **Marketing**

Responsible for the maintaining the 'front of house' standards in the home for residents and visitors. Ensuring availability of promotional materials, logging of leads and supporting 'show rounds' for prospective residents.

Work with PR and communications teams to promote home events and good news stories both internally within the home and the Trust and externally.

##### **HR**

Responsible for the completeness, accuracy and security of employee files/agency information and electronic records to the required Trust standards.

##### **Recruitment**

Support home recruitment requirements ensuring adherence to all Trust and legislative requirements.

##### **Training**

Responsible for the efficient scheduling of training to maintain CQC training compliance of all home employees.

##### **Finance**

Work with the regional finance team to manage all resident related financial information (admissions, departures, personal monies, fees and charges), maintaining accurate records and reconciliations. Manage purchase order/invoice/reconciliation process.

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#### **IT**

Act as key contact for the central IT in relation to IT equipment and support colleagues in effective use of IT systems.

#### **People**

Provide support for the effective induction of new home employees.

#### **Reports to**

Home Manager or Bursar

#### **Hours**

Flexibility in working hours to share cover of evening and weekend working as required

#### **Financial Responsibility**

This role holds no direct budget responsibility

#### **Knowledge Skills & Abilities**

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

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ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>GCSE English and Maths (grades A-C) or equivalent</li> <li>Must be able to demonstrate literacy and numeracy</li> </ul>	Any administration qualification
<b>IT LITERACY</b> <ul style="list-style-type: none"> <li>Very good working knowledge of Microsoft Word, Excel, PowerPoint and Outlook and experience with other applications</li> <li>Must be able to demonstrate IT skills</li> </ul>	
<b>NUMERACY</b> <ul style="list-style-type: none"> <li>Good level of numerical ability</li> <li>Experience of cash handling and record keeping</li> </ul>	Experience of preparing bank and cash reconciliations
<b>GENERAL APTITUDE</b> <ul style="list-style-type: none"> <li>Able to work independently</li> <li>Able to prioritise</li> <li>Able to accommodate changes in work practice</li> <li>A caring and empathetic approach to service users and their families</li> <li>Have potential for further IT training</li> </ul>	
<b>SPECIFIC SKILLS</b> <ul style="list-style-type: none"> <li>Excellent telephone manner. Front of house professional with a welcoming approach</li> <li>Able to draft non-standard letters etc</li> <li>Able to undertake substantial amounts of routine administration</li> </ul>	
<b>INTERPERSONAL SKILLS</b> <ul style="list-style-type: none"> <li>The ability to form positive relationships with colleagues</li> <li>Be able to communicate effectively and efficiently</li> </ul>	
<b>TEAM SKILLS</b> <ul style="list-style-type: none"> <li>The ability to work as part of a team and promote harmonious relationships</li> <li>Able to recognise and respect the contributions of other employees and act supportively</li> </ul>	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Previous experience working in reception/secretarial/admin support</li> </ul>	