THE ORDERS OF
ST JOHN
CARE TRUST

JOB DESCRIPTION

ADMINISTRATION ASSISTANT

General Scope of the Post

To support the Home Manager over the full range of reception, administrative, clerical, and external liaison functions.

To support the Home Manager generally by contributing to the efficient and effective running of the home.

To undertake certain designated financial functions for which the post-holder will be accountable to the appropriate finance staff.

Where appropriate, and when specifically directed by the Home Manager, to undertake administrative and clerical tasks in support of the following key staff: Head Nurse/Head of Care/Deputy Manager, Head Cook, Senior Housekeeper, Activities Co-ordinator, Handyperson.

Principal Duties

- Assist the Home Manager and other senior staff 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
- 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 (Gloucestershire only until Cold Harbour Staff Roster implemented).
- 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.
- 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 timesheets.
- Undertake any other duties as may be determined from time to time within the general scope of the post.

Role Relationships

- The Administration Assistant is directly accountable to, and supervised by the Home Manager. When the Home Manager is away from the home, the Administration Assistant will report to the person-in-charge for that day; this will usually be the Head Nurse or Head of Care, but may sometimes be a Shift Leader or Care Leader.
- The Administration Assistant will also take instructions on financial matters from the Finance Team
- An Operations Manager may also give direct instructions to the Administration Assistant on any aspect of their work
- The Administration Assistant is not required to supervise other members of staff within the home.
- The Administration Assistant will be expected to demonstrate an empathy and understanding for older people, and to adopt a friendly approach with residents and relatives, but must maintain a professional approach at all times. They should not become involved in the direct care of residents or in clinical matters, except for assisting when requested with basic administrative functions

General Requirements

In addition to the above, there are some general requirements that apply to all jobs in the Home:

- Take responsibility for the safeguarding of adults, and follow the Trust's whistle blowing policy as required.
- Participation in staff meetings
- Participation in training activities
- Participation in staff supervision and personal development review
- Participation in quality assurance systems
- Take responsibility for personal development by keeping abreast of developments in the field of caring for older people.
- All duties must be carried out to comply with: -
    - Notification of accidents and other health and safety requirements
    - Statutory legislation in particular the health and hygiene regulations
    - Nationally and locally agreed codes of good practice
    - Fire precautions
    - Equal opportunity and the Trust's anti-discriminatory policy.

Health and Safety

To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect.

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PERSON SPECIFICATION

ADMINISTRATION ASSISTANT

ESSENTIAL		DESIRABLE	
Qualifications GCSE English and Maths (grades A-C) or equivalent. IT Literate – MS Office	E1	Any administration qualification	D1
Experience 1-2 years working in reception/secretarial/admin support role..	E2	Experience of working within a care organisation	D2
General Aptitude 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	E3		
Motivation Understanding and commitment to equal opportunities and working in an anti-discriminatory manner.	E4		
Knowledge Very good working knowledge of Microsoft Word, Excel, Powerpoint and Outlook.	E5		
Specific Skills Excellent telephone manner. Able to draft non-standard letters etc. Able to undertake substantial amounts of routine administration.	E6		
Numeracy Good level of numerical ability. Experience of cash handling and record keeping.	E7	Experience of preparing bank and cash reconciliations.	D3
Interpersonal Skills The ability to form positive relationships with colleagues. Be able to communicate effectively and efficiently.	E8		
Team Skills The ability to work as part of a team and promote harmonious relationships. Able to recognise and respect the contributions of other staff and act supportively.	E9		