

JOB DESCRIPTION - ADMINISTRATOR

JOB TITLE: Administrator

REPORTING TO: Director / Team Leader

JOB PURPOSE: To be responsible for the smooth running of the administration of the Care Home.

SKILLS, KNOWLEDGE & QUALIFICATIONS

Required:

- * Good numerical and word processing skills
- * Knowledge / experience of MS Word and MS Excel
- * Good communication and organisational skills
- * Friendly, confident, well-presented and customer-focused
- * Professional telephone manner
- * Genuine interest in working within a caring environment
- * An appreciation of need for confidentiality
- * Satisfactory enhanced CRB Disclosure, Police Check and check against the POVA List (where applicable)

Desired:

- * Knowledge / experience of MS Outlook
- * Previous experience of accounting and payroll computer packages
- * Previous experience of book-keeping / administration
- * Team player
- * Ability to work on own initiative

MAIN RESPONSIBILITIES

Administration:

1. Maintain accurate and complete financial records of the Care Home in line with Company policies and procedures, using computer and manual systems.
2. Prepare and issue regular Management Reports within the prescribed timescales.
3. Process receipts of monies against Clients' accounts. Maintain records.
4. Prepare and submit relevant Client financial information to ensure that invoices to Clients, Local Authorities or person so responsible are produced accurately and promptly. Follow up settlement of same using manual records and specialised computer software.
- Liaise with and assist to resolve any outstanding issues.
5. Ensure continuity of the Payroll.
6. Arrange the accurate calculation of gross wages on a weekly basis using computer and manual systems. Maintain Staff attendance records.
7. Maintain complete files for Clients and Staff Members in line with the Company's policies and procedures.
8. Provide administrative / secretarial support to the Home Manager e.g. typing, filing, dealing with correspondence etc, within given timescales.
9. Operate office equipment such as fax, photocopier and computer as required.
10. Answer the telephone, respond to enquiries from Clients and Visitors at Reception, and re-direct enquiries in a friendly and efficient manner.
11. Maintain stationery supplies.
12. Order and maintain records of Staff Members' uniforms.
13. Arrange and calculate monthly stock takes and costs.

Communication:

14. Participate in Staff and Client meetings, as and when required.

Marketing:

15. Actively market the Care Home and promote a positive personal / professional profile within the local community, ensuring the good reputation of the Care Home at all times.
16. Prepare and display information leaflets and posters, send out brochures etc, as and when required.

Training & Development:

17. Attend mandatory training days/courses, on or off site, as and when required.
18. Maintain professional knowledge and competence.

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Health & Safety:

- 19. Report immediately to the Director, or Person in Charge, any illness of an infectious nature or accident incurred by a Client, colleague, self or another.
- 20. Understand and ensure the implementation of the Company's Health and Safety policy, and Emergency and Fire procedures.
- 22. Report to the Director, or the Handy Person, any faulty appliances, damaged furniture, equipment or any potential hazard.

General:

- 23. Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- 24. Notify the Director, or the Person in Charge, as soon as possible of your inability to work, and also on your return to work from all periods of absence.
- 26. Ensure the security of the Administration Office is maintained at all times.
- 27. Adhere to all Company policies and procedures within the defined timescales.
- 28. Ensure all equipment is clean and well maintained.
- 29. Carry out any other tasks that may be reasonably assigned to you.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. Flightcare Limited reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with Flightcare Limited the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name, and date below to indicate your acceptance of this Job Description.

Signature:

Name: **Date:**