

### Job Description

**Job Title:** Business Administrator

**Hours:** 40 hours per week

**Reporting to:** General Manager

**Base:** Care Home based

### Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

Responsible for: -	Person Specification
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Support for all elements of recruitment, team members record keeping and payroll.</li> <li>• Perform call handling including confidently screening calls.</li> <li>• Arrange courier and postal services including opening and sorting all mail delivered to the home.</li> <li>• Perform stock control and ordering for office consumables and stationery.</li> <li>• Manage the end-to-end booking of temporary staffing for the home, building relationships with our key suppliers.</li> <li>• Manage meeting room bookings and guest hospitality.</li> <li>• Perform filing duties.</li> </ul> <p>General administrative and business support as required.</p> <ul style="list-style-type: none"> <li>• Assist with creating rotas for reception.</li> <li>• Manage diaries and support with administration duties for Heads of Departments (HODs)</li> <li>• Support resident administration requests</li> <li>• Record meeting minutes/note taker as required for meetings within the home.</li> </ul> <p>Ensure that office areas are well maintained, replenish stationary supplies, and organised for the requirement use.</p> <p><b>Cash Management</b></p> <ul style="list-style-type: none"> <li>• Maintain individual resident’s Personal Accounts, ensuring appropriate record keeping.</li> </ul>	<p><b>Key Requirements</b></p> <ul style="list-style-type: none"> <li>• Industry relevant qualifications or equivalent</li> <li>• Administration experience</li> <li>• Experience working with CQC.</li> <li>• Experience in working with recruitment suppliers.</li> <li>• Good knowledge of Microsoft Office</li> <li>• Knowledge of finance administration</li> </ul> <p><b>Skills &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>• Ability to prioritise tasks.</li> <li>• Excellent communication skills</li> <li>• Strong organisation skills</li> <li>• Ability to work as part of and lead a team.</li> <li>• Ability to work under pressure.</li> <li>• Ability to communicate effectively verbally and in writing.</li> </ul>

- Manage petty cash for the home, always ensuring that sufficient cash is available.
- Managing credit card purchases and ensuring that all arise within Group Policy.
- Ensure cheques, cash, credit card transaction slips and client personal allowance are securely stored at all times and that processes with regard to recording of all transactions are duly followed.

Manage the banking for the Home, working with Central Support Office to ensure all accounts reconcile.

- Manage cheque requests between the Home and Central Support Office.
- Assist the management accountant with the reconciliation of period end accounts.

#### **Finance Administration**

- Ensure Purchase Orders (POs) are raised by all HOD's in accordance with company Policy.
- Ensure all invoices and delivery notes for site supplies are collated, scanned, and sent to Central Support Office, and assist Central Support Office with the processing of these where possible.
- Ensure all agreements and contracts with third parties are signed at Central Support Office only.
- Sign off petty cash and credit card reconciliation with the General Manager
- Support team with managing and maintaining local budget trackers.
- Manage resident funds (where applicable) and ensure sundry billing is reported on a monthly basis to the Accounts Receivable team

#### **Temporary Staff Booking**

- Work with the deputy manager to fill gaps in the rota with available team members and bank staff
- Book temporary staff through preferred suppliers when requested, after exhausting all incentivised alternatives with the teams and gaining sign off from the General Manager

#### **Administration Manager**

- Work with Deputy Manager to pre-plan gaps in the rota
- Build relationships with our local and regional suppliers
- Work with the General Manager to report agency data on a weekly basis to the home and support teams

**Maintaining Asset Registers**

- Maintain the fixed asset register for the home.
- Perform annual fixed asset checks.

**General Administration**

- Responsibility for secure storage and maintaining inventory levels of office supplies, including stationery and staff uniforms, as appropriate.
- Maintain office equipment in working order, for example, franking machine (if applicable) and photocopier (take monthly readings).
- Maintain resident administrative files as per Care Quality Commission (CQC) requirements.
- Assist the General Manager in all resource/administration areas of work as directed.
- Ensure all return-to-work interviews following sickness absence have been completed by respective HOD.

**Teamwork and Support Office Liaison**

- Assist in maintaining and reporting the weekly agency tracker.

**Health and Safety**

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:

Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment

Manual/Object Handling

Gas Installation & Use

Provision and Use of Work Equipment

Fire Precautions

Personal Protective Equipment

Legionella/Water Treatment

Waste Management

Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.

2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.

3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.	
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This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.	
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