

Rapport Housing & Care

Job Description

Job Title: ASSISTANT
ADMINISTRATOR/RECEPTIONIST

Job Code: AM06

Job Holder:

Department: CARE

Position in the organisation:

Responsible to: The Admin Leader

Direct reports: No direct reports

Works in conjunction with: Head Office

Summary of main responsibilities:

To provide an efficient and effective administrative support service to the Admin Leader and the Homes Management Team

To provide an efficient and effective reception service.

Main Duties and Responsibilities:

1. Recruitment

- Promote person centred care
- Support the Admin Leader in all recruitment activities as required.
- Take part in interviews as required.
- Maximise all recruitment opportunities.

2. New Starters

Support the Admin Leader in all activities relating to new starters as required and directed

3. Staff Records

- Maintain live and archive staff files in a logical way, according to Data Protection principles.
- 4 Reception To answer the telephone and any direct calls. To resolve (where possible) telephone queries
- Maintain and monitor visitors, and other signing in and out books
- Keep the reception area tidy and organised
- Be able to deal with all enquiries from residents, relatives and the general public
- Relay messages in an accurate and timely way
- To ensure that visitors are dealt with in a professional but friendly manner, taking into account the organisations values and person centred care
- Make tea and coffee for residents and visitors where required

4. * Payroll

- Support the Admin Leader in:
- Checking and submitting all timesheet information for Payroll ensuring that times are claimed in line with agreed shift patterns.
- Maintaining annual leave records.
- Recording and monitoring staff absence and pass to Management any issues to be followed up formally.

5. Training

- To support the Admin Leader in organising and managing the statutory training in the home, including, where requested to;
- Collect and update all training information as required.
- Liaise with The Training Team to find appropriate times for training for staff at the Home.
- Ensure any travelling arrangements are in place.

6. Residents

- Support the Admin Leader in promoting and marketing the home and ensure that all prospective residents are shown around the home.
- Support marketing activities as required.
- Follow up speculative calls and visits.
- Identify and document reasons for prospective residents not taking up rooms.
- Be a point of contact for residents in the absence of the Admin Leader deal with residents' money in accordance with their wishes or the wishes of their advocates or LPA.
- Manage resident files.
- Process all documentation for new residents including liaising with Finance Department.
- Organise follow up reviews.
- To deal with routine resident enquiries

7. Home Finances

- Effectively manage all petty cash in the absence of the Admin Leader.
- Monitor and check all invoices and present to Finance for payment.

8. Information Handling

- Make the most appropriate use of IT and other methods to collect maintain and communicate information.
- Maintain all database and other data retrieval mechanisms, and archive as necessary.
- Keep all policy and procedure manuals and other reference material neat, up to date and available for those who need to refer to them.
- Keep all notice boards tidy, up to date and attractive to encourage everyone in the Home to use them.

9. Monitoring - in the Admin Leaders absence:

- Take responsibility for monitoring all information needed for Head Office e.g. equal opportunities and resident data.
- Present all returns and information according to timetable.

10. Health & Safety- in the Admin Leaders absence:

- Keep records of H&S checks carried out in the Home.
- Raise with Management where checks are due and where any issues are raised.

11. Maintenance - in the Admin Leaders absence:

- Report all maintenance work to Property Department clearly indicating what is to be done and the urgency of the work.

12. Appointments- in the Admin Leaders absence:

- Manage the General Manager's diary, arrange appointments and prepare all necessary documents for meetings,
- Organise transport, meeting rooms etc.

13. General Administration

- Deal with all incoming and outgoing post efficiently and cost effectively.
- Take minutes and notes at meetings, and present efficiently and effectively.
- Provide general administrative support to the Management of the Home.

14. Ordering

- Ensure adequate supplies of stationery and other office consumables.
- Order and distribute staff uniforms and ensure correct labelling.

15. General

- Work with all staff towards agreed policies and standards of care in keeping with the stated beliefs of the organisation.
- Work to promote equality and diversity, and eliminate discrimination for all the organisations service users, staff and volunteers.
- Take part in staff and residents' meetings and in training activities as directed.
- Take part in individual performance reviews as required.

No job description can cover every issue that arises within the post, and the post holder may be required to carry out other duties as deemed necessary, commensurate with the principal function of the post and the capability of the post holder.

PERSON SPECIFICATION

Job Title: **Assistant Administrator & Receptionist**

Competency	Performance Criteria
Professional Practice:	
Modelling best practice	<ul style="list-style-type: none"> • Demonstrate evidence of appropriate qualification to undertake the post • Requires a broad knowledge of administrative principles and practices • Accurate typing, punctuation, spelling and good document layout • Consistent and accurate handling of data, great attention to detail • Able to produce an accurate record of meetings • Willing to devote the necessary time and effort to complete tasks • Ability to promote and demonstrate person centred care • Have excellent interpersonal skills and ability to develop positive working relationships • Good standard of personal presentation • Committed to making a contribution to the wellbeing and quality of life to our residents.
Decision making	<ul style="list-style-type: none"> • Demonstrate ability to filter telephone calls from unwanted sources • Able to independently judge situations and take decisions accordingly, knowing when to refer upwards
Health & Safety	<ul style="list-style-type: none"> • Application of H&S practices
Information Technology	<ul style="list-style-type: none"> • Word, Excel, PowerPoint and Outlook to intermediate/ advanced level • Some knowledge of databases an advantage
Interpersonal Skills:	
Teamwork	<ul style="list-style-type: none"> • Reliable and dependable • Able to work in a team, but will work independently when required • Commitment to the team • Loyal to the team as a unit
Management of diversity	<ul style="list-style-type: none"> • Demonstrate awareness of different values/cultures amongst residents and staff
Effective communication	<ul style="list-style-type: none"> • Communicate effectively with different groups, e.g. Trustees, Board members, Senior management, staff and external agencies • Confident and assertive

Self development	<ul style="list-style-type: none"> • Evidence of keeping up to date with related issues • Willingness to accept new and different tasks and responsibilities • Enthusiastic and prepared to undertake relevant training
Planning & Control:	
Organisational skills	<ul style="list-style-type: none"> • Be able to cope with a variety of different tasks at once and prioritise own workload accordingly • Tenacity in achieving accuracy and completion of tasks • Able to stay focussed • Meet deadlines which at times can be challenging • Good time management • Organised self-starter • Regular communicator of progress and difficulties • Take responsibility as far as reasonable and show initiative when appropriate
Operational requirements	<ul style="list-style-type: none"> • Own transport and valid full driving licence • Valid vehicle business insurance • Willing to drive and travel
Personal Attributes:	
Mutual support	<ul style="list-style-type: none"> • Be aware of support needed by others • Consider how actions could support others • Be prepared to give encouragement and help when needed • Offer help to other groups • Willing to be flexible
Communication skills	<ul style="list-style-type: none"> • Present an efficient, effective and empathetic manner • Explain things logically and accurately • Polite and helpful • Keep to the point • Style that is warm and accommodating • Express ideas confidently • Calm and patient under pressure • Utmost confidentiality and sensitivity shown in all matters • Tactful and diplomatic • Present Home as 'the Home of Choice'
Interpersonal sensitivity	<ul style="list-style-type: none"> • Tailor style and service to meet individuals' needs • Build rapport with residents, colleagues and staff • Exhibit a pleasant and professional manner, even when under pressure
Judgement	<ul style="list-style-type: none"> • Ask questions to gather necessary information • Weigh the advantages and disadvantages of a course of action before reaching a decision • In the absence of all relevant information, defer making a decision until all the necessary extra data is gathered
Team working	

TRAINING REQUIREMENTS

The duties of the post necessitate the following essential training elements being completed subsequent to employment.

Training Element
<ul style="list-style-type: none"> • Induction • Equality and Diversity • Computing – Word intermediate • Computing – Excel intermediate • Database handling • Minute Taking

Employee Name:	
Employee Signature:	
Date:	