



St Monica Trust

Administration Manager Role Profile

Role purpose:

Reporting to the Care Home Manager to co-ordinate and manage the day to day running of all care home administration and to provide administrative and secretarial support as required across the Russets and Sherwood.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites. Flexibility required from time to time, which may include the occasional evening or weekend.



Duties

1. Coordinate the day to day running of all care home administration.
2. Preparation of contracts for residents who self-fund, and support care home managers and residents families with FNC and CHC applications.
3. Support for residents with financial transactions on a day to day basis.
4. Share accurate and comprehensive information and reports.
5. Provide administrative and clerical support in relation to resident matters, both in the care home and independent living.
6. Full secretarial support to the care home manager, deputies, housekeeping and catering services.
7. Assist the care home manager with the general running of the home through the completion of operational and administrative tasks.
8. Demonstrate high standards of customer service, respond to feedback from residents and colleagues and review processes and activities as appropriate.
9. Line Manage the admin team.

Main Tasks

Administration and office management

1. To provide full secretarial and administrative duties to care home including dealing with correspondence/post, 'Switchboard' telephone enquiries, arranging appointments and keeping diaries/calendars, photocopying and maintaining a comprehensive filing system and co-ordinating meetings/minutes taking, as required.
2. Share prescribed information in a comprehensive and accurate manner, demonstrating patience, empathy, confidentiality and understanding.
3. Inform staff of forthcoming training and liaise with the training department at Head Office to book training sessions.
4. Manage the petty cash by recording transactions in and out, cashing cheques, card payments, staff requests within agreed expenditure limits and reconciling to the agreed procedure.
5. To prepare reports, maintain databases and keep statistical information as required.
6. To receive, log and report all maintenance issue using agreed procedures.
7. Oversee the day to day administration of the sites e-rostering process
8. Work flexibly and demonstrate a commitment to a high level of customer service.
9. Coordinate the induction of new employees.



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10. Carry out, monitor and review agreed move in procedures for all new residents.
11. Oversee monthly newsletters to residents and colleagues across the site/Trust as instructed.
12. Monitor call bell usage, producing monthly audits.
13. To receive, log and report all maintenance issue using agreed procedures.
14. Oversee the day to day administration of the sites e-rostering process
15. Manage guest room and event / conference bookings.
16. Work flexibly and demonstrate a commitment to a high level of customer service.
17. Coordinate the induction of new employees.
18. Coordinate all local authority tenancies correspondence, communicating with all necessary departments.
19. Carry out, monitor and review agreed move in procedures for all new residents.
20. Oversee monthly newsletters to residents and colleagues across the site/Trust as instructed.

Line management

21. Provide line management to the administration team, dealing with any attendance, performance and conduct queries, escalating to the care home manager where appropriate.
22. Coordinate all supervisions, appraisals and training needs for the administrator/receptionist

General

23. To work within standards, policies and procedures of St Monica Trust.
24. To carry out other tasks and duties from time to time, as reasonably requested by the general manager.



Person specification		
The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.		
Skills		
Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions. Attention to detail.		
Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative and intuition – looking for improvements. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.		
Working with others Demonstrates strong client focus - prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors.		
Well-being and Values Demonstrates values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of residents. Ability to show empathy.		
Time management Organising skills – being able to plan ahead, meet deadlines. Conducts tasks in a structured and logical way. Factoring in the unexpected!		
Qualifications	Essential	Desirable
Diploma/NVQ level 3 (or equivalent) in Business Administration		✓
Typing (inc. Audio) 50/60 wpm (RSA or equivalent)		✓
Word processing/CLAIT/NVQ/IT literacy (or equivalent)		✓
GCSE maths and English (or equivalent)	✓	
Experience	Essential	Desirable
Working in a health and social care environment		✓
Sufficient administrative experience to carry out the duties listed above competently	✓	
Working in a customer service, customer facing or "front of house" position	✓	
Line management or supervisory experience	✓	
Knowledge	Essential	Desirable
Working knowledge of Microsoft office packages to include Word, Outlook and Excel	✓	
Working knowledge of database applications such as Microsoft Access		✓
Book keeping systems		✓
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equality and Diversity Opportunities Policy. This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. There will from time to time be a variation of duties depending on residents' and units' needs. 		