



St Monica Trust

Rota Coordinator/ Administrator Care Home Role Profile

“The Rota Coordinator/Administrator role is a challenging and exciting position involving excellent organisation skills and the ability to create and manage staff schedules”

Role purpose:

Reporting to the Administration Manager and the Care Home Manager to oversee the management and operation of the electronic rota system for the Care Home and provide administrative support to the Administration team, Unit Managers and Care Home Manager.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites.



Duties

1. To input all information into the electronic rota system to generate staff rotas and associated care documents.
2. To deal with queries and concerns from colleagues regarding rotas.
3. To ensure that rota changes are made in sufficient time to take account of things such as cover for absence at short notice and ensure appropriate cover is maintained for the service; this may require temporary alternative arrangements in the event of a system failure.
4. To monitor, collate and process timesheets for payment.
5. Administrative support to the Administration Team

Main Tasks

1. Use excel rota system and in house databases to manage rotas and overtime processes.
2. To communicate the rota and shift patterns/times to all colleagues. With regular liaison with the care home's rota champions on all units.
3. To oversee and check that all colleagues have worked their allocated work patterns.
4. To manage short notice absences and arrange cover on the rota to make sure that there is continuity of service.
5. To assist with and resolve any queries from colleagues regarding the rota, escalating issues where needed.
6. Support organisational strategy regarding rota planning / systems. Introduce new electronic rostering systems as a part of project for web rostering within wider trust.
7. To collate timesheets, check these against the rotas, update systems and forward on to payroll to arrange for payment and assisting with any queries.
8. To look for improvements in the rota system and how the rotas are worked and created.
9. To run management information reports on the delivery of the service, budgets and visit schedules as required. To collate agency statistics for the care home and executive team.
10. General administrative support to the administration team, including word processing, dealing with correspondence/post, telephone enquiries, arranging appointments and diary management, photocopying and maintaining a comprehensive filing system and co-ordinating meetings/minute taking, as required.
11. To carry out other reasonable tasks and duties from time to time as required.



12. Provide support to the administration team regarding processes which impact on the rota, annual leave and training.

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. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.		
Working with others Demonstrates strong customer focus - prioritises customer' 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
Educated to GCSE level or above (or equivalent)	✓	
Recognised qualification in information technology (IT)	✓	
Typing 50/60 wpm (RSA II or equivalent)	✓	
Experience	Essential	Desirable
Using electronic rota planning systems		✓
Using Microsoft Word, Excel and Outlook	✓	
Using Microsoft Access or equivalent databases	✓	
Working in similar role or care environment	✓	
Knowledge	Essential	Desirable
Must be IT literate with a working knowledge of a variety of different types of software and excellent knowledge of excel.	✓	
An understanding of how complex rotas work	✓	
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equality and Diversity 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. This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application. 		