**JOB DESCRIPTION**

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| **JOB TITLE:**  | Administrator  |
| **REPORT TO:**  | Home Manager |
| ****JOB SUMMARY**** This job description is a statement of the core duties of the Administrator, but it is not an exhaustive list. Sycamore Care Centre may revise this job description to meet the needs of the business and reserves the right to require you to perform other duties from time to time.The Administrator will ensure smooth running of the care home by providing support in all administrative aspects of care.****Duties and Responsibilities**** * Answering incoming calls, external calls and responding to emails.
* Meeting & Greeting visitors to the home.
* General office duties – typing letters, memo’s, faxes, scanning documents, updating information and filing.
* Create new forms and update existing.
* Book Interviews for new employees.
* Compile all new employee paperwork including induction.
* Print training certificates for staff.
* Maintain accurate and complete financial records of the Care home in line with Company policies and procedures, using computer and manual systems.
* Process receipts of monies against Clients’ accounts. Maintain records.
* Provide administrative / secretarial support to the Home Manager e.g. typing, filing, and dealing with correspondence etc., within given timescales.
* Operate office equipment such as fax, photocopier and computer as required.
* Create new admin templates as and when needed.
* Answer the telephone, respond to enquiries from Clients and Visitors at Reception, and redirect enquiries in a friendly and efficient manner.
* Maintain stationery supplies.
* Order and maintain records of Staff Members’ uniforms.
* Arrange and calculate monthly stock takes and costs.
* To arrange necessary training required for staff.
* Ensure Matrix’s remain upto date, relevant and shared with management.
* Deal with all requests and other admin work for care on behalf of Managers.
* Promote and ensure the good reputation of the Care home.
* Monitor and administer all DBS checks and renewals.
* Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
* Manage the day to day administration of the department.
* Liaise with key staff in other departments to ensure procedures operate effectively and in a timely manner.
* Process invoicing and Payroll on a monthly basis.
* Ensure the security of the Care Home is maintained at all times
* Adhere to all Company policies and procedures within the defined timescales.
* Carry out any other tasks that may be reasonably assigned to you.

**Communication*** **Act courteously toward Service Users and their visitors, respecting the dignity and individuality of each Service User and ensure effective communication is maintained.**
* **Participate in staff and Service User meetings as and when required.**

**Training & Development*** **Maintain professional knowledge and competence.**
* **Attend mandatory training days/courses, on or off site as and when required.**

**Health & Safety** * **Report immediately to the Home Manager, or person in charge, any illness or infectious nature or accident incurred by a Service User, colleague, self or another.**
* **Understand, and ensure the implementation of, Sycamore Care Centre’s Health and Safety policy, and Emergency and Fire procedures.**
* **Report to the Home Manager, or the Maintenance person, any faulty appliances, damaged furniture, equipment or any potential hazard.**
* **Promote safe working practice within Sycamore Care Centre.**
* **Ensure the security of Sycamore Care Centre is maintained at all times.**

**Other Duties*** **Always act in a manner which respects and promotes the confidentiality of Service Users, Staff and any other involved parties.**
* **Adhere to all company policies and procedures.**
* **You may be required to perform other duties within your capacity, according to the needs of the business.**

****Skills/Qualifications***** IT Skills
* Data analysis
* Attention to detail
* Communication skills
* Organisational skills
* NVQ Level 2
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This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Sycamore Care Centre reserves the right to amend this job description from time to time, according to business needs.