



JOB DESCRIPTION

Job Title	Care Home Administrator
Responsible to	Registered Care Home Manager
Responsible for	None
Post Objective	To assist in the provision of effective administration and financial control of the Home.

SUMMARY OF MAIN RESPONSIBILITIES

1. To assist in the completion of staff recruitment, payroll and staffing documentation.
2. To undertake receptionist and telephone duties including dealing with queries, taking messages and carry out appropriate follow up action.
3. To assist with the maintenance of financial systems of the Home including income, banking and invoice preparation.
4. To assist in the day to day administration of residents' finances.
5. To provide secretarial support to the Home as required by the Home Manager.
6. To assist with checking of supplies and ordering of stock.
7. To attend appropriate training courses and staff meetings.
8. To maintain customer and personnel records and other files.
9. To operate Microsoft Word and Excel as well as Outlook Express e-mail packages and where necessary circulate the information to the Home or/and Head Office.
10. To undertake any other duties, depending on skills and competency, to enable the efficient running of the Home.

PERSON SPECIFICATION

Job Title Care Home Administrator
Department Care Homes
Line Manager Home Manager

		ESSENTIAL (E) DESIRABLE (D)
SKILLS/ ABILITIES	<ul style="list-style-type: none"> o Excellent planning and organising skills. o Excellent computer skills o Excellent verbal and written communication skills and the ability to communicate at all levels with internal and external customers. o Trustworthy and able to deal confidentially with cash and information. o Basic knowledge of employment law. o Accurate and keen eye for detail. o Ability to work under pressure to tight deadlines. o Polite, courteous and professional approach to dealing with telephone and personal enquiries. o Ability to work on own initiative. o Flexible approach to working hours. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
KNOWLEDGE	<ul style="list-style-type: none"> o Excellent working knowledge of Microsoft Excel, including creating graphs, Word for Windows, PowerPoint, E-mail and software packages, as well as excellent typing skills. o Knowledge of invoicing and financial systems. o A good appreciation of the needs of older people and their families. 	<p>E</p> <p>E</p> <p>D</p>
EXPERIENCE	<ul style="list-style-type: none"> o Previous experience in a similar post. o Previous experience of working with computers and Microsoft software. 	<p>D</p> <p>E</p>
PERSONALITY	<ul style="list-style-type: none"> o Friendly, warm and welcoming and customer focused. o Calm and able to think clearly when under pressure. o Assertive. o Enthusiastic and self motivated. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>