

JOB DESCRIPTION

Title:	Administration Officer - Care
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Responsible to:	Registered Care Home Manager
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Scope:	Abbeyfield
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Key Responsibilities:	<ul style="list-style-type: none"> ▪ To provide administrative support to Abbeyfield care homes ▪ To provide administrative support to regional and central office based staff ▪ To work as part of a team, with specific responsibilities as outlined below ▪ To carry out payroll calculations for designated Care Home(s).
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Main Tasks:	<ul style="list-style-type: none"> ▪ Provide a reception service for Abbeyfield care homes ▪ Carry out general office duties to ensure the smooth running of the care home including responding to telephone calls, e-mails, faxes and correspondence; processing incoming and outgoing mail; photocopying and printing; filing and archiving; directing issues to relevant personnel ▪ Respond to requests for information from Abbeyfield staff, existing and prospective residents, volunteers and external agencies ▪ Maintain adequate supplies of stationery, forms, promotional literature/brochures, uniforms and badges, and order/print replacement supplies when needed ▪ Carry out administrative tasks as required to support the care home manager to ensure the smooth running of Abbeyfield care homes including taking messages; gathering/disseminating information; dealing with correspondence and writing letters; taking notes and producing minutes of meetings ▪ Maintain accurate records in relation to the management of the care home to include records relating to resident movements and occupancy; recruitment of staff; employment records; staff training records; financial records ▪ Develop and maintain well organised administration and filing systems ▪ Assist with the co-ordination and administration of repairs and maintenance including logging job requests, ordering small repairs, and liaising with local staff ▪ Maintain current TV licences, including concessionary licences, and keep accurate records of these ▪ Assist with the issue of licence agreements to residents ▪ Provide administrative support to regional and central office based staff and volunteers as required ▪ Keep up to date with Abbeyfield policies and procedures ▪ Attend meetings as required ▪ Ensure all record keeping complies with the terms of the Data Protection Act (1998)
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General Requirements:	<ul style="list-style-type: none"> ▪ To attend staff and supervision meetings, training and development activities as required ▪ To maintain confidentiality at all times ▪ To be aware of and comply with safe working practices as laid down by the Health and Safety at Work Act ▪ Travel to other Abbeyfield locations may be required on occasion ▪ To carry out any additional and reasonable duties as required
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CANDIDATE PROFILE	
Essential Requirements:	Desirable Requirements:
<ul style="list-style-type: none"> ▪ Administrative experience ▪ Some knowledge of payroll ▪ Computer literate with a working knowledge of Word, Excel and e-mail ▪ Experience of working with established office procedures and systems ▪ Good interpersonal skills and telephone manner ▪ Good numeracy and literacy skills ▪ Ability to work unsupervised ▪ Good organisational skills ▪ Willingness to undertake training ▪ Willingness to travel 	<ul style="list-style-type: none"> ▪ Working with older people ▪ Experience in a registered care home setting