JOB DESCRIPTION

JOB DETAILS

JOB TITLE: Finance Administrator

HOURS: 37.5 (5 days covering Monday to Sunday)

REPORTING TO: Home Manager

BASE: Ashlynn Grange Care Home, Peterborough

JOB SUMMARY

To provide comprehensive business, finance, HR and administrative support to a large nursing and residential care home, supporting over 115 staff and 115 residents.

This role is responsible for ensuring the efficient administration of resident admissions, financial processes, human resources, recruitment, compliance, and day-to-day office operations, while supporting the General Manager and wider leadership team in maintaining high standards of care and regulatory compliance.

JOB SPECIFIC RESPONSIBILITIES

Resident Administration & Admissions

- Coordinate admissions for new residents, including arranging contracts with Local Authorities (LA), Integrated Care Boards (ICB) and private clients.
- Verify funding arrangements and collect initial fees, deposits and supporting documentation.
- Set up resident accounts and billing information on internal systems.
- Ensure Funded Nursing Care (FNC) claims and payments are correctly applied where applicable.
- Manage resident and family enquiries throughout the admission process.
- Conduct show-rounds for prospective residents and maintain communication with potential clients.

Finance & Accounts Administration

- Receive, process and allocate payments to resident personal accounts.
- Process Local Authority and NHS funding claims through relevant finance portals.
- Monitor outstanding debts and undertake credit control activities including issuing statements and debt recovery correspondence.
- Support budget monitoring and provide financial information to management as required.

- Process service provider invoices and maintain records.
- Manage petty cash, banking activities and office purchasing processes.

Human Resources & Payroll Administration

- Maintain staff records, personnel files and HR databases in accordance with GDPR requirements.
- Administer payroll processes, including staff hours, holiday records and pay slip distribution.
- Support staff supervision and appraisal administration.
- Coordinate employee induction programmes and mandatory training requirements.
- Ensure accurate absence, holiday and staffing records are maintained.

Recruitment & Compliance

- Coordinate end-to-end recruitment processes, including:
    - Advertising vacancies.
    - Screening applications.
    - Arranging interviews.
    - Participating in interview panels.
    - Obtaining references.
    - Processing DBS applications.
- Conduct Right to Work checks including visa verification and share code validation.
- Ensure recruitment activities comply with company policies and employment legislation.
- Maintain recruitment audits and compliance records.
- Set up new employees on internal systems.

Administration & Operational Support

- Prepare, type and distribute confidential correspondence, reports, minutes, investigation documents, disciplinary documentation and other formal communications.
- Manage incoming telephone calls and direct enquiries appropriately.
- Oversee shared email inboxes and ensure correspondence is dealt with promptly.
- Maintain filing systems, records management and document archiving processes.
- Support other homes within the organisation with audits and administrative projects as required.
- Record and process incidents and accidents on company systems.

Compliance & Quality Assurance

- Ensure all activities are conducted in accordance with company policies and procedures.
- Support compliance with Care Quality Commission (CQC) regulations and standards.
- Assist with internal audits and regulatory inspections.

- Promote best practice across administration, finance, HR and operational processes.

PERSON SPECIFICATION

	Essential Criteria
Qualifications/Education	• GCSE English & Mathematics grade C or above (or equivalent)
Experience	• Experience of finance administration, invoicing, debt management and reconciliation. • Experience of HR administration, recruitment and payroll support. • Knowledge of CQC regulatory requirements (desirable) • Experience managing confidential information.
Skills/ Knowledge	**Essential** • Strong organisational and workload management skills. • Excellent written and verbal communication skills. • Proficient in Microsoft Office applications, particularly Excel, Word and Outlook. **Desirable** • Significant administrative experience within a care home, healthcare or regulated environment. • Experience working with care home management systems. • Knowledge of Local Authority, ICB and NHS funding arrangements. • Understanding of Funded Nursing Care (FNC) processes. • Experience supporting audits and compliance reviews.
Personal Qualities	• Attention to detail. • Financial accuracy. • Customer service focus. • Professional discretion and confidentiality • Problem-solving ability. • Ability to prioritise competing demands. • Effective communication and teamwork.

This job description reflects the current main organizational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.