

JOB DETAILS

JOB TITLE: Business Administrator

HOURS: Various

REPORTING TO: General Manager

BASE: Location

JOB SUMMARY

Reporting to the General Manager, the Business Administrator is responsible for all the financial and administrative duties within the home.

The Business Administrator will lead the administration and reception team to ensure the smooth and efficient management of the administrative duties within the home and that customer service is provided to the highest standards.

JOB SPECIFIC RESPONSIBILITIES

Administrator

- Ensure that the overall administration is delivered at a high standard.
- Manage the administration and reception team, provide training and guidance along with completing supervisions and appraisals as per schedule.
- Ensure that all financial arrangements comply with Company policies and procedures.
- Ensure that all admission documentation is accurate and is entered in a timely manner on to the relevant information system. Continue to maintain records and update central office with any changes.
- Ensure that all residents have the correct terms and conditions in place. Liaising with local authorities and CCGs to ensure contracts are in place as necessary.
- Updating the relevant information system promptly with admission and discharges and using this information to produce the Daily Report for Central Support by the designated cut off time.
- Record all deposits and withdrawals for personal allowance. Ensuring that all withdrawals are receipted and accounts to not become overdrawn. Monthly reconciliations of personal allowance to be completed and filed.
- Record all monies that come into the home and ensure that banking is completed weekly.
- Maintain the petty cash, recording all disbursements and actioning reclaims to maintain the float, producing a monthly report for submission to Central Support Office.
- Assist Central Support with credit control
- Ensure that all purchase orders are completed accurately and authorized appropriately.

- Maintain records of all orders and invoices submitted for reconciliation and payment to Central Support Office to allow prompt and accurate responses to enquiries.
- Keep records of Agency orders.
- Ensure that all personnel records for the team are accurate and maintained, including follow up checks with expiring VISAs etc.
- Check all new Team Member files to ensure they are compliant and have the required, references, DBS, Right to Work checks and other paperwork in place prior to commencement and that this is all recorded correctly on People Planner.
- Ensure the safe recruitment and onboarding of team members. Keeping establishment hours up to date and notifying the General Manager of vacancies.
- Maintain People Planner system, completing daily reconciliations, updating starters and leavers, recording annual leave and absences.
- Complete Team Member contractual changes as required and submit to Central Support
- Oversee the payroll; ensuring that relevant documents are obtained and forwarded to central support for events such as maternity/paternity leave, sickness and payroll enquiries.
- Ensure that all information of confidential nature is not divulged to third parties.
- Completing daily, weekly, monthly tasks as detailed on checklist.
- Manage archiving process
- Assist the managers with training; by producing reports, coordinating training sessions, recording Team Member attendance and being responsible for maintaining the ELFY system to ensure compliance levels are at a minimum of 95%.
- Responsible for ensuring confidential information is kept secure at all times and consistently remain compliant with the General Data Protection Regulation policy.

PERSON SPECIFICATION

	Essential Criteria
Qualifications/Education	<ul style="list-style-type: none"> • GCSE's grade C/4 or above or equivalent in both English and Math's
Experience	<ul style="list-style-type: none"> • Minimum 1 year experience working within an Administrator position. • Experience with working in a team (desirable) • Experience of leading a Team • Experience with working in a care home (desirable) • Financial experience. • HR experience
Skills/ Knowledge	<ul style="list-style-type: none"> • Excellent written, non-verbal and verbal communication skills • Good Knowledge and competence in Microsoft Office applications and windows based operating environments • Excellent customer service skills

Personal Qualities	<ul style="list-style-type: none"> • Reliable, flexible and punctual • Able to adapt to change • Approachable and confident • Diplomatic • Enthusiastic • Influencing, listening and negotiating skills • Patient • Positive attitude • Self-motivator • Flexible approach to working hours - able to work outside of normal hours. • Ability to promote a professional image for the company at all times • Ability to travel to other homes where needed for training / support
---------------------------	---

This job description reflects the current main organisational 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.

Please sign to confirm you fulfil the essential criteria as detailed above and you accept and agree to deliver and comply with all requirements detailed in this job description for the Business Administrator position.

Post holder's name:

Post holder's signature:

Date: