

JOB SPECIFICATION



POST TITLE: Administrator (Group)

RESPONSIBLE TO: Manager

JOB DESCRIPTION

PURPOSE AND SUMMARY OF JOB:

To be responsible for the smooth running of the administration of the Unit. Processing financial and payroll information; ensuring compliance of staff records; adhering to policies that govern administration related duties; providing support to the Unit Manager.

MAIN DUTIES AND RESPONSIBILITIES:

- Promote and ensure the good reputation of the Hospital/Unit/School. To act as a positive role model, maintaining and demonstrating a positive attitude towards individuals in our care, their families, visitors and other staff.
- Maintain complete and accurate financial records of the Hospital using the computer and manual systems.
- Prepare and issue regular Management Reports with the prescribed timescales.
- To maintain each staff members online learning record are in date and inform the Manager of staff members' progress weekly.
- To complete audits which are required and produce action plans.
- Use the online Occupational Health service. Liaise with the Occupational Health team to book necessary vaccination appointments. Use the online system to send and print fit for work certificates for the staff members based at your unit. Process any requests for Occupational Health Management referrals.
- Use the online recruitment database (ATS) to advertise and progress applications to the relevant stage of the recruitment process.
- Create personnel files for new starters and maintain existing personnel files, ensuring they comply with regulatory requirements.
- Maintain accurate documentation for the central drivers list.
- Ensuring that employee records are maintained on Cambian Net including annual leave, absence, training, right to work, professional qualifications and other mandatory fields.
- Where required process receipt of monies for clients accounts and record details.
- Maintain accurate records of all petty cash transactions.
- On a weekly basis process the receipt and review of suppliers' invoices and statements.
- Provide supervision to the Receptionist.
- Process all payroll information on a weekly basis, including providing accurate information where applicable of cross charging to other units.
- In the absence of a Receptionist or where the Receptionist is otherwise engaged, answer the telephone and respond to all enquiries in a friendly and efficient manner.
- Maintain stationery supplies, ensuring this is in line with the Unit budget for stationery.

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- Order and maintain records of staff uniforms.
 - Advise the Hospital/Head of School and Unit Manager of any incident/accident and status of any clients whose care/health is causing concern.
 - Participate in staff meeting and attend sessions as required.
 - Maintain complete confidentiality of all matters concerning the Unit, clients and staff.
 - Notify the Unit Manager as soon as possible of the inability to work, in line with the Attendance Management policy.
 - Report immediately to the Hospital/Unit Manager or Head of School any illness of an infectious nature or accident incurred by a client, colleague, self or another.
 - To understand and ensure the implementation of Health and Safety policy, Emergency and Fire Procedures.
 - To demonstrate non-discriminatory practice in all aspects of work.
 - To assist in ensuring quality targets are met in accordance with agreed standards.
 - To participate in agreed systems of appraisal and individual performance review with the role employee.
 - Report any faulty appliances, damaged furniture or equipment and any potential hazards to the Hospital/ Unit or School.
 - Undertake other duties required by the Head of unit/Care or Hospital/unit Manager/ Head

JOB DIMENSIONS:

The measurable characteristics of the role including, for example, the number of staff in the reporting structure of the role, the size of any budget under the role holder's control, limits of authority/approval, value of equipment/stock that the role holder has hands on responsibility for

FREEDOM TO ACT:

Describes the extent to which the role holder is free to act/take decisions taking into account any procedural framework, work patterns/cycles and the impact on work practices/procedures and/or organisations policies/objectives.

KNOWLEDGE/SKILLS/EXPERIENCE:

- Good numerical and word processing skills in particular Microsoft/Excel or equivalent
- To be able to work with new in-house systems
- You must have an eye for detail ensuring accuracy
- Ability to organise own time and workload
- Ability to co-ordinate multiple tasks and shifting priorities
- Ability to work well under pressure
- Willing to undertake training course relevant to the job role in order to maintain skills/knowledge
- Ability to relate well to other people and function as a team player.
- Ability to work using own initiative
- Self- starter
- GCSE in maths and English or equivalent level of numeracy and literacy

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- NVQ Level 2 in Administration or equivalent and aim to complete the NVQ 3 whilst in post
 - 1-3 years' experience or more Administration/Reception experience or evidence the same, including report preparation; organising meeting liaising with individuals in our care
 - Experience with cash management, finance or budgets
 - Experience with maintaining stationery stocks within budget

Applicants must meet any age requirements set by the relevant regulatory body

COMMUNICATION:

The role holder will need to liaise with:

- Liaise with the Manager regarding patient's fee variations and staff relations for example absences/Annual leave.
- Liaise with Receptionist in order to delegate workloads.
- Welcome visitors, families, relatives in an appropriate manner.
- Communicate and network with other administrators.

DECISION MAKING AND PROBLEM SOLVING:

- You are required to work on your own initiative as well as working with the Manager.
- Liaise with the relevant staff members to access a situation.

WORKING ENVIRONMENT:

The role may at some point involve travelling to other sites. However the role will be based at one specific unit.

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

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JobholderSigned Date:

ManagerSigned Date:
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