



## **Mead Medical Services Ltd**

### **Job description**

**JOB TITLE:** Administrator

**REPORTING TO:** Home Manager

**JOB PURPOSE:** To be responsible for the smooth running of the administration of the Home.

#### **Qualifications and Skills:**

- ❖ Good numerical and word processing skills
- ❖ Knowledge and experience of MS Word, Excel and Outlook
- ❖ Good communication and organisational skills.
- ❖ Friendly, confident and well presented with a professional telephone manner
- ❖ Flexible approach to working in a small office
- ❖ An interest in working in a caring environment
- ❖ An understanding of the need for strict confidentiality
- ❖ Satisfactory police check and satisfactory check against the relevant registers within the PVG Scheme

#### **Desired:**

- ❖ Ability to work on own initiative
- ❖ Team player
- ❖ Previous experience of book-keeping and cash handling

#### **Main Responsibilities:**

##### Administration:

1. Answer the telephone, re-direct calls and deal with any visitor enquiries in a friendly and efficient manner

2. Maintain and check staff files in line with Company policies and procedures. Including typing job offer letters, obtaining references, disclosures and PVG scheme checks as appropriate, filing all relevant paperwork in the staff file.
3. Maintain and update the Coolblue computer system for staff changes.
4. Maintain and update the Coolblue computer system for changes to Service Users.
5. Record and reconcile both the Company's and Service Users' petty cash on a daily basis. Report any discrepancies immediately to the Home Manager and either the Head Office or Regional Office finance department.
6. Keep Service User accounts up to date, issuing monthly statements to Service Users and/or relatives.
7. Show visitors around the Home in the absence of the Home Manager
8. Provide administrative/secretarial support for the Home Manager eg typing, filing, dealing with calls and correspondence within given timescales.
9. Take minutes of meetings as and when required.
10. Prepare and distribute newsletters, brochures, questionnaires etc as and when required
11. Maintain stationery supplies within budget.
12. Order and ensure appropriate charging for staff uniforms.

#### Communications:

1. Participate in staff and Service User meetings, as and when required.

#### Training and developing:

1. Attend mandatory training days/courses, on or off site, as and when required.
2. Maintain and improve professional knowledge and competence.

#### Health and safety:

1. Ensure that all the Health and Safety and Fire regulation policies and procedures of Mead Medical Services Ltd are adhered to and complied with.
2. Report to the Home Manager any faulty appliances, damaged furniture, equipment or any potential hazard.
3. Report immediately to the home manager or person in charge, any illness of an infectious nature or accident incurred by a Service User, colleague, yourself or other person connected with the Home.
4. Promote safe working practice in the care home.

#### Confidentiality

1. Ensure the confidentiality of information gained whilst performing your duties. If you are in any doubt about divulging information about a Service User or the Company's business to a third party, then please seek advice from you manager before communicating such information.

General:

1. Notify the home manager or the person in charge as soon as possible of your inability to work and also on your return to work from all periods of absence.
2. Ensure the security of the care centre is maintained at all times.
3. Adhere to all company policies and procedures relevant to this role within the defined time scales.
4. Ensure all equipment is clean and well maintained.
5. Carry out any other tasks that may be reasonable assigned to you.

At All Times:

1. Observe the Company's Health and Safety Policy and be aware of your personal responsibilities for health and safety and to keep to safe working practices at all times.

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Mead Medical Services reserves the right to amend this job description from time to time according to the needs of the business, but this is a correct reflection of the duties involved at the time of writing.

Any changes will be confirmed in writing. Please note that you share with Mead Medical Services the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign; print your name and date below to indicate your acceptance of this job description.

Signature: .....

Name:..... Date:.....