

## Job Description & Person Specification

<b>Job Title</b>	Business Administrator
<b>Division/Location</b>	NorseCare
<b>Reporting to</b>	
<b>Weekly Hours</b>	
<b>Grade/Salary</b>	

<b>Job Description</b>	
<b>The Role:</b>	
<p>As a Business Administrator you will be responsible for ensuring the administration of the home/scheme runs smoothly and effectively in line with NorseCare's policies and procedures.</p> <p>As an administrator you will support the Care Home Manager in a full range of activities to assist in the smooth running of the home.</p> <p>Ensuring, as the Business Administrator that you provide a range of efficient administrative services within the establishment to ensure effective business support.</p> <p>To liaise with key staff at the establishment and at NorseCare Head Office to ensure priorities are met.</p>	
<b>Main Responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Reception duties within the home or scheme including meet and greet of visitors, answering telephone calls promptly, dealing with enquiries in a helpful, courteous and welcoming manner, being aware of the need to maintain confidentiality at all times.</li> <li>• To undertake rota management responsibilities and ensure appropriate staffing levels within the home/scheme, including arranging agency staff bookings as necessary with support from the Manager and Deputy Manager.</li> <li>• Processing of staff annual leave requests and monitoring sickness.</li> <li>• Collating and processing of employee payroll via data entry (hours worked, sickness, holidays, etc.) including completing weekly/monthly returns, submitting in line with payroll and HR deadlines.</li> <li>• To maintain &amp; reconcile a petty cash account and other cash-based accounts in line with the NorseCare policy.</li> <li>• Maintaining accurate documentation availability, following updates received from Head Office surrounding updates to NorseCare policies &amp; procedures.</li> <li>• Undertake purchase ledger responsibilities including;             <ul style="list-style-type: none"> <li>○ Placing purchase orders with approved suppliers via the bespoke ordering system, complying with procurement procedures, to maintain appropriate stock levels and ensure expenditure is contained within agreed budget limits.</li> <li>○ Timely reconciliation of delivery notes and receipting of goods/services received</li> <li>○ The provision of accurate financial information to Head Office in order to raise invoices/credits in a timely and accurate manner.</li> </ul> </li> <li>• Maintaining accurate information records for residents/tenants &amp; staff, using a variety of recorded methods for both mandatory and regulatory requirements.</li> <li>• Liaise and build professional relationships with relatives, residents/tenants, professional service providers, head office colleagues and other contacts.</li> <li>• Provide clerical support for the home as appropriate, including diary management, word processing, meeting minutes, newsletters, photocopying, filing and maintaining personal records.</li> <li>• Processing of HR documentation and liaising with the HR department as required.</li> </ul>	

<b>Approval/Review Date</b>			
Approved by Operations Director:		Date	
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Approved by HR Director:		Date	
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- Supporting and managing the recruitment process from offer stage through to start, including the accurate completion & submission of all new starter paperwork and creating employee records.
- Staff training requirements – booking staff training requirements, monitoring staff training levels and ensure timely completion.
- Ensure all tasks with associated deadlines are met.
- To ensure that the home/schemes filing system is maintained and archived documentation is processed accordingly.
- In residential homes, the Business Administrator will create and process private contracts
- To provide administrative and other support as may be requested from time to time by the Home Manager, Head Office and other Senior colleagues.

#### Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Good standard of education (GCSE grade C or above or equivalent qualification in at least three subjects including Maths and English) and demonstratable ICT skills	Essential	
	Must undertake mandatory training in line with CQC requirements	Essential	
	Must participate in any training relevant to role Good knowledge and understanding of using Core Microsoft Office applications – Word, Excel & Outlook	Essential	
	Diploma in Business Administration Level 2 or equivalent	Essential	
	Knowledge of CQC requirements in respect a care home/scheme environment	Desirable	

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<b>Experience</b>	Extensive experience within an administrative role or customer service driven environment	Essential	
	Previous experience of finance and handling cash accounts	Essential	
	Previous experience of rota/roster management	Essential	
	Previous experience of payroll	Desirable	
<b>Skills/Abilities</b>	Literacy & Numeracy Skills	Essential	
	Good communication & interpersonal skills	Essential	
	Personable, professional and approachable manner	Essential	
	Accurate data input	Essential	
	Advanced customer care skills	Essential	
	Pro-activeness	Essential	
	Ability to prioritise & organise own workload	Essential	
	Must be able to work on own initiative as well as part of a multi-disciplinary team	Essential	
	Need for confidentiality	Essential	
	Must be able to adhere to deadlines	Essential	
	Analytical thinking	Essential	
<b>Other Requirements</b>			

<b>General</b>
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health &amp; Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

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