

# Administrator

Job description and  
person specification

**Job title:** Administrator

**Reports to:** Home Manager

# Administrator


**As an Administrator, you'll support the care home you work in with all aspects of administration to ensure that it runs smoothly.**

You'll provide secretarial support in the home, including drafting letters, managing filing systems, ordering staff uniforms and stationary, organising appointments and transcribing meeting minutes.

A big part of your role will be to support the Office Manager to complete and maintain financial records, using computerised and manual systems, so great maths skills or experience working in a finance related role is beneficial.

Often, you'll be the first point of call for colleagues, service users and visitors in the home, so you must be friendly, welcoming and have a can-do attitude. You'll answer the telephone, greet visitors and re-direct enquiries where appropriate.

You'll need to have a keen eye for detail and feel confident working on a computer, using the full Microsoft Office package.



**This is an exciting opportunity to use your administration skills to make a real difference in people's lives.**

It would be advantageous if you've worked in a care/nursing home environment before, but this isn't essential.

If you haven't worked in care before, don't worry! We provide a thorough induction, buddying and ongoing training to help you adapt to care home life.

And we can guarantee that whatever you put into the role, you'll get so much more out of it.

# About Exemplar Health Care

**Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex needs.**

Our homes tend to specialise in supporting people with specific conditions and disabilities such as Huntington's disease, brain injuries, spinal injuries, mental health needs, learning disabilities or dementia.

Across all of our homes, one thing remains the same - our Administrators play a valuable role in empowering people to live their best lives!

## Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support and our colleagues.

## Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

## Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make them a part of everything that they do. We're looking for people whose personal values match our values of:

- fun
- integrity
- responsive
- success
- teamwork.

[Read more about our values here.](#)



# The key responsibilities of an Administrator

As an Administrator with Exemplar Health Care, your responsibilities may involve the following.



Administration



Personnel



Petty cash and service user spend management



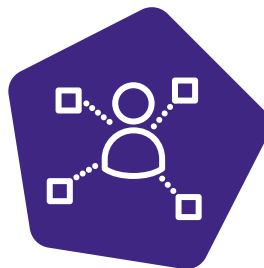
Purchase ledger management



Sales ledger management



Marketing



General



## Administration

Your main responsibilities will be to:

- provide administrative/secretarial support for all activities in the home
- maintain accurate and complete financial records in line with company policies, using computer and manual systems
- manage filing systems and ensure accurate and speedy recovery of data and records
- take and transcribe minutes of meetings
- distribute home and company information as required
- maintain business diaries, organise appointments and make travel arrangements
- secure service user and company property and premises
- ensure that all necessary budgetary and statistical information requested is supplied timely and accurately
- answer the telephone and respond to queries from service users and visitors at reception
- order colleague uniforms
- maintain stationary supplies
- maintain a professional environment at all times, including the reception area, and promote high standards throughout the home
- cover other administrative duties during periods of annual leave.



## Personnel

Your main responsibilities will be to:

- audit, complete and maintain files for service users and colleagues in line with company policies and procedures
- complete all relevant checks for new colleagues before they start employment
- secure all colleague records
- work closely with the HR Team to complete the entire recruitment process, including processing employee starter and leaver information
- maintain training records to ensure that colleagues remain compliant.



### **Petty cash and service user spend management**

Your main responsibilities will be to:

- maintain effective budgetary controls
- process receipts of monies against service user accounts and maintain accurate records
- ensure that money is secure at all times
- provide requested information to appointees in a timely manner.



### **Purchase ledger management**

Your main responsibilities will be to:

- maintain the purchasing order system
- reconcile all supplier statements weekly.



### **Sales ledger management**

Your main responsibilities will be to:

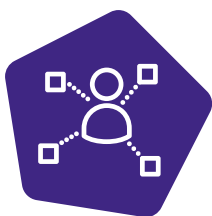
- maintain the Caresys system with latest service user costings (training provided)
- ensure that all service user contracts are signed as appropriate.



### **Marketing**

Your main responsibilities will be to:

- act as the first point of contact for the home for all enquiries including care and job enquiries
- establish and maintain the high profile and reputation of the home within the community.



## General

All colleagues are required to:

- carry out other duties as directed from time to time
- carry out all duties in a safe manner, considering the health, safety and welfare of self, colleagues, service users and other persons within the home
- make positive contributions to all internal and external quality and/or best practice measures/processes
- comply with company policies and procedures
- take responsibility for own actions/inactions
- undertake appropriate learning and development to ensure compliance
- share and model the company values and expected behaviours at all times
- act in accordance with workplace legislation/requirements including health and safety, data protection and equality and diversity
- participate in supervision processes
- participate in all employee engagement activities including department, home and team meetings as required and contribute to company colleague survey
- in accordance with the Health & Social Care Act 2008, actively participate in the prevention and control of infection within the capacity of the role.

Please note, you may be expected to work across other Exemplar Health Care homes as needs dictate.

This job description may be subject to review. You may be required to undertake other appropriate duties as reasonably required.

# What we look for in our Administrators

## Our values

First and foremost, our Administrators live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is **fun**, and no matter what role you're in, we expect you to make life fun for our service users and colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website: [www.exemplarhc.com/careers/our-values](http://www.exemplarhc.com/careers/our-values).

If your values match ours, then we're off to a great start.



## About you

Here are some of the characteristics that we look for in our Administrators.

As an Administrator, you'll:

- have good **data processing skills**
- have great **computer skills** including experience working with Word, Excel, Outlook and HR systems
- have a good **eye for detail**
- be **friendly and welcoming**, with great customer service skills
- be able to **work to deadlines**
- treat all colleagues, visitors and service users with **dignity and respect**
- be an **excellent team player**, able to work with different functions including HR and finance
- have excellent written and verbal **communication skills**
- have good working **IT knowledge** and digital skills, especially on Excel, Word and Outlook.

Working in a care home can sometimes be a challenging environment, so the ability to **think on your feet** and **remain focused and calm** in difficult situations is also important in this role.

Please refer to the person specification at the end of this document for a detailed breakdown of the required skills.



# Qualifications and training

**To apply for this role, you must have a relevant qualification, such as in information technology or business administration. A good general education is also useful.**

When you start, you'll do a four day welcome induction which covers mandatory and statutory training including data protection, safeguarding and person-centred care.

After that, you'll do a role specific induction in your home, with the support of a buddy or mentor. This induction will cover all of your responsibilities in detail.

Throughout your employment, you'll have regular supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

## **We ask that you:**

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and Performance Development Reviews (PDRs) when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up-to-date.

## **Your career journey with Exemplar Health Care**

Our career journey shows you all of the career development and progression opportunities available at Exemplar Health Care, including roles in our care homes and Central Services.

[Visit our career journey here.](#)

# Person specification – Administrator

Qualifications	Essential	Desirable	How assessed
Relevant qualification, such as information technology or business administration	Y		Application, certificates
Good general education		Y	Application, certificates
Skills and experience	Essential	Desirable	How assessed
Experience working in an administration role	Y		Application, interview
Experience working with a range of IT, finance and HR systems	Y		Application, interview
Able to work with sensitive information in accordance with relevant policies and procedures	Y		Application, interview, presentation
Good working IT knowledge and digital skills, especially on Excel, Word and Outlook	Y		Application, interview
Great customer service skills	Y		Application, interview
Able to work under own initiative	Y		Application, interview, presentation
Able to work as part of a team, including across central functions such as finance and HR	Y		Application, interview
Excellent communication skills	Y		Application, interview
Time management skills	Y		Application, interview
Great eye for detail	Y		Application, interview
Values, attitude and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Calm and conscientious	Y		Application, interview
Self-motivating	Y		Application, interview
Can-do attitude	Y		Application, interview
Willingness to learn and develop	Y		Application, interview
Friendly and welcoming	Y		Application, interview

## Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of our service users to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

## Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:



- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

## Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisation's as instructed.

You'll learn more about data protection as relevant to your role, during your induction.

*every day better*



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