

Office Manager

Job description and person specification

Your role

As an Office Manager, you'll provide administrative support in the home, including drafting letters, maintaining financial records, managing filing systems and organising appointments.

You'll support personnel management by maintaining staff records, supporting the recruitment process and processing payroll information.

A big part of this role involves managing the purchase ledger and sales ledger for your home, so experience working with or in a finance function is desirable.

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

Your role is likely
to include:



Administration

In our homes, good organisation behind the scenes helps everything run smoothly for the people we support and our colleagues.

As an Office Manager, you'll play a key role in keeping the home well organised, informed, and running efficiently day to day.

The role includes providing administrative and secretarial support, while acting as the first point of contact for all enquiries, including care and recruitment queries. Managing calls, producing letters, sharing information, and maintaining a professional and welcoming reception area all form part of creating a positive first impression.

Accurate record keeping is essential, including maintaining financial records in line with company policies using both digital and manual systems. Filing systems will be well organised to ensure information, including budgetary data, can be accessed quickly when needed. You'll also support with taking meeting minutes, managing diaries, organising appointments, and arranging travel.

Responsibility also includes processing admissions and discharges on the Caresys system, ordering uniforms and stationery, and keeping supplies well stocked. Working closely with the Home Manager, you'll help review KPI data and look into any variances to support the smooth running of the home.

Flexibility is important, with support provided across administrative tasks where needed, including covering duties during periods of annual leave.

Personnel

Keeping colleague records accurate and up to date is key to a well-run care home.

You'll support this by maintaining attendance, holiday, and training records, helping to ensure colleagues remain compliant and informed.

The role includes auditing and maintaining files for both the people we support and colleagues, completing all pre-employment checks, and ensuring records are stored securely at all times. Monitoring the signing-in system and raising any concerns with home management will also support the safety and security of the home.

You'll work closely with the HR and Payroll teams, updating them on any changes, supporting recruitment processes, and handling starter and leaver information. This includes recording agency usage, processing timesheets through E-tips, and ensuring payroll submissions are accurate.

Rotas will be kept up to date and clearly communicated to colleagues, with oversight of overtime processes to ensure the policy is followed and approvals are in place. You'll also manage the sick note process, helping to keep records consistent and easy to track.

Purchase ledger management

As Office Manager, you'll maintain effective budgetary controls and keep a close eye on day-to-day spend.

The role includes managing the purchase order system and raising CEX/MEX forms for any required spend, making sure the correct approvals are in place before orders are made. This helps keep everything organised, transparent, and in line with company processes.

You'll also process invoices each week and reconcile supplier statements, ensuring records are accurate and any issues are identified and resolved quickly.

Sales ledger management

You'll keep the Caresys system up to date with the latest costings, ensuring information is accurate and reliable.

You'll also make sure all contracts are signed and in place where needed, helping to keep processes clear, compliant, and well managed.

Petty cash and resident management

Managing finances well helps the home run smoothly and builds trust with the people we support and their families.

As Office Manager, you'll support this by maintaining effective budgetary controls and ensuring all income and expenditure is recorded accurately.

The role includes processing top-up requests, recording receipts against individual accounts, and keeping petty cash balances accurate at all times. You'll make sure all money is handled securely and that any spend is properly authorised in line with company processes.

You'll also ensure that funds are returned to next of kin when someone leaves the home and provide information to appointees when requested, making sure this is shared clearly and in a timely way.

General responsibilities

Your main responsibilities will be to:

- maintain the high profile and positive reputation of the home within the community
- make positive contributions to all quality and best practice measures/processes
- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills, embracing innovative technologies
- ensure that people's and the home's property is safe at all times, reporting any lost property
- build great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- report all compliments, feedback and complaints
- report any defects, damage, theft, breakages and hazards
- comply with company policies and procedures
- undertake appropriate learning and development to ensure compliance
- share and model the company values and expected behaviours
- act in accordance with workplace legislation and requirements including health and safety and data protection
- participate in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing it
- participate in all employee engagement activities including team meetings as required and the annual colleague survey.

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

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Office Manager.

You'll be the kind of person who:

- has experience working in an **office management role** and/or office environment
- has a good **eye for detail**
- has great **analytical skills**
- has good **data processing skills**
- has a good eye for detail
- is friendly and welcoming, with great customer service skills
- is able to work to deadlines
- treats people with dignity and respect
- is an excellent team player, able to work with different functions including HR and finance
- has excellent written and verbal communication skills
- understands what safeguarding is and how you support people to keep safe
- recognises care homes can be challenging environments
- thinks on their feet and remains focused and calm in difficult situations.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Office Manager you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

To apply for this role, you must have a relevant qualification, such as information technology (IT) or business administration NVQ 3 or equivalent.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control.

After that, you'll do a role-specific induction in your home.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Office Managers empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

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

Person specification

– Office Manager

	Essential	Desirable	How assessed
Qualifications			
Relevant qualification, such as information technology or business administration	Y		Application, certificates
English and Maths grade C or above	Y		Application, certificates
Personal qualities and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Calm and conscientious	Y		Interview
Motivated with a can-do attitude	Y		Interview
Willing to learn and develop	Y		Application, interview
Friendly and approachable	Y		Interview
Your skills			
Excellent communication skills	Y		Application, interview
Time management skills	Y		Application, interview
Great eye for detail	Y		Application, interview

	Essential	Desirable	How assessed
Able to work under own initiative	Y		Application, interview
Able to work as part of a team, including across central functions such as finance and HR	Y		Application, interview
Great customer service skills	Y		Application, interview
Good working IT knowledge and digital skills, especially on Excel, Word and Outlook	Y		Application, interview
Able to work with sensitive information in accordance with relevant policies and procedures	Y		Application, interview
Job specific skills and knowledge			
Experience working in an Office Management role and/or office environment	Y		Application, interview
Experience working with a range of IT, finance and HR systems	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc. 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 the people we support 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, the Mental Capacity Act 2005 and the 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 policy and abuse and safeguarding policy, 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 organisations as instructed.

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