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| **Role Profile & Person Specification** | | | |
| **Job Title:** | Office Administrator | | |
| **Role Purpose:** | The Office Administrator will be required to provide day to day administrative support to ensure all office operations run smoothly. The administration needs to maintain a positive and friendly company image by acting as the first line of contact to visitors, customers, and vendors in person, online, and via telephone.  The Office Administrator will also provide administration assistance to the HR and Finance functions. | | |
| **Company:** | Access Your Care Ltd | | |
| **Reporting to:** | HR Lead | | |
| **Who we are:**  **What we do:**  **Our aim:** | Access Your Care is a Home Support Agency based in Clevedon, North Somerset. We provide a range of support services such as key safe fittings, home support services and handyman service as well as providing the Response24 and Carehub services detailed below.  Response24 provides dynamic short term domiciliary care services 24 hours a day, 365 days a year. Services are commissioned by North Somerset Council Social Services and North Somerset Clinical Commissioning Group.  Response24 also provides a service for North Somerset Councils monitored alarm service, Carelink. The service responds to pendant activations 24 hours a day when local contacts are unable to attend. The service also works closely with North Somerset Community Partnership Rapid Response team assisting them with patients who have fallen or who, during periods of illness, require assistance with personal care to prevent hospital admission.  Carehub provides dynamic, premium domiciliary care services 24 hours a day, 365 days a year direct to people in the North Somerset district. The wide range of home care services that Carehub offer are tailored to suit client’s unique needs and ensure they are able to live independently at home with dignity.  Access Your Care was formed because we are passionate about enabling people to remain independent in their own homes, offering responsive services which have been shaped by the local community since 2011. Our vision is to continue to develop a number of innovate services offering the reassurance of a timely and proactive response to essential social care needs. | | |
| **Main duties and key responsibilities** | | | |
| **Specific Duties**  **Office Administration**   * Answering Phones, greeting all visitors to office, keeping office space tidy and sundries stocked up. * Coordinating incoming/outgoing post * Monitor stock control for all equipment, uniform, PPE, stationary, promotional material, staff paperwork and keysafes * Coordinate weekly keysafe installations including booking appointments and creating invoices * To work alongside the Staff Led Team Leader to coordinate all staff training including booking training rooms, notifying staff of dates and keeping a record of all training activities * To collate data received from quality assurance questionnaires into the relevant format. * Booking in and taking minutes for office and community based staff meetings * Coordinate and administer the filing of all staff and client paperwork * Update weekly office power point presentation * Coordinate and monitor petty cash for the office * Coordinate archiving activities for the company * Administer the regular restocking of first aid kits for all staff * Supporting management with general administrative duties including, but not limited to: writing memos to staff, creating documents, booking in meetings with staff etc * Compile client assessment packs when required * Assist the HR Lead with compiling quarterly newsletter   **HR Administration**   * Assist the HR Lead with the recruitment process including, but not limited to: responding to recruitment enquires, booking interviews, obtaining references and creating/maintaining paper and electronic based staff files * Assist the HR Lead with the staff inductions including booking rooms, compiling staff handbooks and supplying new staff with uniform and equipment * Administer DBS checks and monitor progress/expiry dates for all staff including new starters. * Monitor MOT and Insurance details for all staff ensuring these are up to date * Monitor staff recruitment incentives communicating with Finance Director when staff require payment * Assist the HR Lead in responding to reference requests from external companies * Assist the HR Lead with the resignation process including booking in exit interviews and archiving staff files * Creating/ordering and monitoring all staff ID badges   **Finance Administration**   * To assist the finance team with various activities including, but not limited to: using data software to authorise and run invoicing, sending out monthly invoices to all private clients etc * To assist the Finance Director with recurrent banking activities * To ensure all staff timesheets are supplied to the finance team in a timely manner * To take card payments from clients over the phone   **Other duties/responsibilities**   * To have accurate knowledge of the company including the structure of the organisation and services provided * To learn company policies and procedures and ensure these are followed continually throughout employment * To understand and comply with both company and legislative requirements regarding confidentiality and data protection * To complete all mandatory training, undertake regular updates and maintain awareness of best practice * To attend staff meetings as required and attend supervision/annual appraisal meetings with line manager * To represent the company and all of the services it delivers in a positive and professional manner at all times * Contribute to the sharing of good practice and support continuous improvement throughout the company * Monitor the quality of the operations systems and lead continuous improvement | | | |
| **Company Values: Below are our company values that our incorporated into our recruitment process, these are behaviours that are expected from all staff who work at Access Your Care:**  **Quality of Care** – Treating everyone with dignity and respect, promoting and upholding their rights, privacy, health and wellbeing. Understanding and promoting: equality, diversity and inclusion.  **Team Work** - Working effectively with a range of people both inside and outside of the Company ensuring the delivery of safe, high quality care and support; working in a reliable, trustworthy manner, inspiring confidence in others.  **Continuous Development** –Identifying and embracing change, readily seeking opportunities to be innovative. Keeping informed regarding Company developments and taking personal responsibility to update own knowledge, skills and experience to improve the quality of care and support provided.  **Person Centred** - Listening to and recognising the customers’ perspective and seeking to understand their different needs. Understanding the importance of customer participation and choice, communicating in an effective and empathetic manner.  **Integrity** – Honest and open taking responsibility for own actions and ensuring that outcomes are achieved by doing the right thing.  **Corporate Behaviours**  All staff will commit to:   * Act with honesty and integrity at all times * Demonstrate respect for others and value diversity * Focus on the customer, at all times * Make an active contribution to developing the service * Learn from, and share experience and knowledge * Keep others informed of issues of importance and relevance * Consciously review mistakes and successes to improve performance * Act as ambassadors for the Company * Use discretion and be aware of issues requiring total customer confidentiality   In addition all managers and supervisors will:   * Value and recognise ideas and the contribution of all team members * Coach individuals and teams to perform to the best of their ability * Delegate work to develop individuals in their roles and realise their potential * Give ongoing feedback on performance and effectively manage poor performance * Provide support and guidance to all team members * Encourage their team to achieve work/personal life balance   **Key words for Job Descriptions**  **Administer:** Carry out or regulate operations policies or procedures  **Collate:**  Assemble in a proper and appropriate sequence  **Compile**: Place information from other documents into a formal order  **Coordinate**: Guide, regulate or adjust the inter related and inter independent activities of individuals or functions of a business to attain a common goal  **Develop**: To expand or realise the potential of something or bring it to a fuller or better state  **Direct**: To personally oversee inspect or guide the work of others with responsibility for ensuring certain standards of performance are met  **Evaluates:**  To judge reports, data, plans or performance in relation to established goals policies and standards to compare critically to a standard for suitability  **Implement**: To carry out a plan, programme or operation  **Instruct**: To impart information systematically  **Lead:** To guide or direct others on a course of action or direction without final responsibility for results achieved  **Manage**: To guide and coordinate worker activities and organisational policies rules practices methods and statements  **Monitor**: To watch observe or check for a specific purpose  **Organise**: To take steps to set up a process or procedure  **Other words**:  Communicate  Plan  Evaluate  Produce | | | |
| **Person Specification** | | | |
| **Qualifications** | | *Essential* | *Desirable* |
| GCSE in Maths & English grade C or above, or equivalent | | X |  |
| Level 2 or equivalent qualification in Business Administration | |  | X |
| **Experience & Knowledge** | |  |  |
| Proven experience of providing administrative support in an office environment | | X |  |
| Experience of working in a busy, fast paced environment | | X |  |
| Experience and/or knowledge of the Health & Social Care sector | |  | X |
| Competent in working with Microsoft Office applications or other relevant software systems and maintaining electronic records | | X |  |
| Experience of producing letters and documentation to a high standard | | X |  |
| **Skills & Abilities** | |  |  |
| Ability to undertake a wide range of administrative tasks including answering phones, word processing and filing | | X |  |
| Effective listening, verbal and written communication skills | | X |  |
| Excellent interpersonal and customer service skills with the ability to communicate effectively with a diverse range of people | | X |  |
| Excellent organisational skills | | X |  |
| Ability to plan, organise and prioritise workload to meet deadlines | | X |  |
| Ability to manage a number of tasks concurrently | | X |  |
| Ability to problem solve | | X |  |
| Ability to work under own initiative or as part of a team | | X |  |
| **Personal Qualities** | |  |  |
| Professional and friendly manner | | X |  |
| Self-motivated and willingness to learn | | X |  |
| **Additional requirements** | |  |  |
| Full , valid driving license & access to a suitable vehicle | | X |  |
| Satisfactory Disclosure and Barring services clearance | | X |  |

I have reviewed this job description and I understand all of the duties and responsibilities assigned to me. I understand that my job description may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

Employee Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_