

Job Description

Job Title:	Administrator
Reporting To:	PA to the CEO /Administration Manager / Clerk to the Trust
Overall Aim:	To provide an effective administrative support service to the Trust in order to ensure that residential departments are able to run efficiently.

Main Responsibilities:
<p>Administration To undertake general office administrative tasks and provide secretarial assistance for departments within the Trust, acting as an effective and efficient support function.</p> <p>Provide effective support to the Registered Managers of the homes, such as letter writing, creating and maintaining databases on Excel and Word for training, collating information, checking documentation, reports and newsletters etc.</p> <p>Sourcing and ordering products via our Elementary system as required.</p>
<p>Customer Service To provide a reception service in the home and ensure that the phone is answered quickly and all enquires and visitors, internally and externally are dealt with in an effective, efficient and friendly manner.</p> <p>To assist with covering school reception duties on a rotational basis to cover lunch times and other absences as and when required.</p>
<p>Meetings To create and distribute agendas and attend meetings and reviews as requested, including multi-disciplinary reviews meetings, staff and senior meetings and business unit meetings, ensuring that an accurate record is made of the meetings and any associated administration is undertaken and distributed afterwards.</p>
<p>Diary Management To maintain diaries and schedules to assist the smooth running of the residential department. To liaise with hospitals and GP's etc., to make appointments for the residents as required.</p>
<p>Record Keeping To create and maintain physical and electronic files, such as training and supervisions database (personal tracker) to ensure that all relevant information is retrievable from files as needed.</p>

Ensure staff files are kept up to date and all relevant information is filed correctly.

Ensure that the children, young people and adults Kardex and other healthcare records are filed appropriately and clearly sorted and labelled ready for archiving annually.

To assist with any documentation for Subject Access Requests (SAR's).

To maintain and record accurately and balance the petty cash for the home.

Assist with reconciling residents' money.

Assist with credit card returns.

Incoming and Outgoing mail

To process all incoming and outgoing mail in order to ensure it is distributed effectively and speedily.

Internal and External liaison

To provide a communication service to internal and external customers in order to ensure that all queries and requests are dealt with efficiently.

General

Self-Development

To continually seek development opportunities in order to improve personal performance.

Attitude

To act as a professional and positive ambassador for Hollybank in order to support the Trust's mission and profile.

Policy promotion

To actively promote the Trust's Equal Opportunities, Health and Safety, Disability Awareness and Data Protection policies and all other existing policies. To ensure that the Trust operates effectively, fairly, and in line with legislative requirements at all times.

Safeguarding

To adhere to and follow the Trust's Safeguarding procedures in order to protect the safety of all children, young people and adults.

Confidentiality

In line with the Data Protection Act you will see the use and safe sharing of information as part of your responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people and adults.

Flexibility

To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal

Residential Administrator Job Description, updated March 2020, please email your line manager.

HR Office use only

Regulated Activity	Yes <input type="checkbox"/> No <input type="checkbox"/> Notes
Last updated	11/03/2021 CEM 16/03/2021 JB – updated to include new wording re: confidentiality

Person Specification

Requirement	Essential / Desirable	How Assessed
Qualifications/Education/Training: Good general education	Essential	Application Form / Production of Certificates
Experience: Previous experience of providing administration support to managers	Essential	Application Form / Interview / References
Work Attributes Expert knowledge of MS Office Excellent minute taking skills. Diary management Excellent organisational skills Ability to use electronic diaries Knowledge and understanding of the charitable sector. Knowledge and understanding of the care sector Understanding the need to work to regulatory standards such as Ofsted, CQC, Charity Commission etc., Experience of organising and preparing papers for meetings	Essential Essential Essential Essential Essential Desirable Desirable Desirable Desirable	Interview / Test Application Form / References Interview / Test Interview / Test / References Interview / References Application Form / Interview Application Form / Interview Application Form / Interview Interview
Personal Attributes: Excellent people skills Excellent communication skills Excellent literacy including grammar	Essential Essential Essential	Interview/References Interview/References Interview/References

<p>Confidentiality Ability to work occasional unsocial hours including attendance at meetings on evenings and weekends</p> <p>Flexible attitude/working to meet the needs of the Trust</p>	<p>Essential</p> <p>Essential</p>	<p>Interview/References</p> <p>Interview</p> <p>Interview</p>
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Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.