

Job Title: Administrative Assistant
Reporting to: Home Manager



About the role

The role of Administrative Assistant is to work closely with the Regional Administrative Assistant and Home Manager to support the operational needs of the Home. As the first point of contact for visitors, relatives, external agencies and team members, the Administrative Assistant promotes the warm and welcoming culture of every Home.

This role is a key support role in the administrative tasks of the Home, assisting with resident and employee records, supporting the Regional Administrative Assistant and Home Manager with compliance and regulatory requirements.

The Administrative Assistant carries responsibility for the experience of each person who enters the Home, ensuring the safety of the residents and staff by greeting visitors and ensuring they are able to fulfil the purpose of their visit.

OUR HOMES PROVIDE AN ENVIRONMENT WHERE INDIVIDUALITY IS EMPHASISED AND THE PRIVACY AND DIGNITY OF ALL OUR RESIDENTS IS RECOGNISED

Duties and Responsibilities

- Greet visitors in a warm and professional manner, providing assistance, information and direction as needed, ensuring a positive first impression of the Home.
- Answering incoming telephone calls promptly and courteously, directing calls to the appropriate person or unit, taking messages accurately when necessary.
- Manage the reception area, including maintaining a tidy and organised workspace, managing incoming and outgoing mail, ensuring that essential supplies are stocked and available at all times.
- Provides efficient and effective administrative and secretarial support to the home, including document and report production, telephone enquiries, diary management and greeting visitors as well as other administrative tasks as appropriate.
- Handle external and internal enquiries, recognising the level of importance and applying the appropriate prioritisation, escalating if required for the appropriate action to ensure the highest level of service.
- Assist with resident admissions and discharges, liaising with families and other services providers to ensure a seamless transition in which the resident feels valued and supported.
- Ensure the effective operation of delegated administrative processes and procedures.
- Support with HR and Recruitment processes including the booking and assisting of interviews and the collection of documentation, ensuring compliance. You will work alongside the Home Manager and Head Office personnel to achieve successful staffing and record keeping.
- Responsible for the security, confidentiality and accuracy of data, information, and systems.
- Ensure accurate management of the Home's finances, preparing and lodging excess monies into the designated bank/ post office account in a timely manner.
- Undertake any other duties that may be reasonably required as designated by the Home Manager

About you

- Right to work in the UK.
- Previous experience within an administrative or customer service role (preferably a nursing home environment) is desirable but not essential.
- Educated to GCSE level or equivalent standard, with a high level of English and numeracy.

- Excellent keyboard and PC skills with a good level of proficiency for Microsoft Office applications such as Word and Excel.
- Exceptional administration, organisation and receptionist skills.

Additional information

- Disclosure and Barring Service - you will need to complete an Enhanced Access NI disclosure. Access NI is a branch of the Department of Justice. Their role is to process applications from members of the public who require a criminal record check for employment purposes. Healthcare Ireland require 3 forms of ID to process this check.