

**Job Title:** Administrator  
**Reporting to:** Home Manager



### About the role

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In each of our Homes, we have an Administrator who works closely with the Home Manager, playing an essential role in supporting the operation of the Home. As Administrator, you are a valuable member of our team and often the first port of call for residents, family members and team members.

This role is responsible for managing the administrative tasks of the Home, maintaining resident and employee records, supporting the Home Manager with compliance and regulatory requirements. As Administrator, you will also work closely with the Finance, HR and Recruitment teams at Head Office, building strong working relationships to meet the administrative needs of the Home.

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

### Duties and Responsibilities

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- Provides efficient and effective administrative support to the Home, including document and report production, telephone enquiries, diary management, payroll input, meeting and greeting visitors and other administrative tasks as appropriate.
- Handles external and internal enquiries, recognising the level of importance of particular enquiries or issues and applying the appropriate prioritisation – ensuring to communicate issues and enquiries to the relevant people for appropriate action to ensure the highest level of service.
- Maintain accurate resident records, including admission and discharge documents, medical histories, personal information and ensuring compliance with data protection regulations.
- Compile and maintain employee records for the team, tracking right to work documentation, personal details and employee information, as well as processing payroll information accurately and on time.
- Support with the scheduling and rostering of the team, assisting the Home Manager in ensuring staffing levels meet resident care needs and regulatory requirements.
- Monitor and maintain equipment and necessary supplies, placing orders as required, tracking to ensure cost effectiveness.
- Management of resident funds and personal allowances in line with the regulatory guidance.
- Ensures the effective operation of delegated administrative processes and procedures.
- Seek to improve processes and the general flow of information so that the Home can operate efficiently.
- Ensure the Home can provide excellent care to its residents by supporting the team and liaising with families, relatives and external agencies.
- Assisting with HR and Recruitment processes including booking interviews, collecting documentation and ensuring compliance. You will work alongside the Home Manager and Head Office personnel to achieve successful staffing and record keeping.
- Organise and prioritise workload within established procedures, escalating if required to the appropriate person to ensure the highest level of service.
- Undertake any other duties that may be reasonably required as designated by the Home Manager

### About you

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- Right to work in the UK.
- A minimum of 2 years' experience within an administrative or customer service role (preferably a nursing home environment) is essential.
- Educated to GCSE level or equivalent standard, with a high level of English and numeracy.

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

#### **Additional information**

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- 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.