

**Job Title:** Regional Administrator



### **About the role**

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This is a new role for Healthcare Ireland Group, we are looking for a passionate and committed administrator with experience in a similar environment to support our team as we continue to grow and develop. As part of our dynamic Head Office, the role will be key in achieving our operational and project goals.

Reporting to the Administration and Project Lead, the Regional Administrator will act as a central figure in coordinating and supporting administrative operations across multiple care homes. This is a strategic and hands-on role, requiring experience in care home administration, attention to detail, initiative, and the ability to problem-solve while ensuring compliance and efficiency.

The Regional Administrator will liaise directly with Home Managers and Home Administrators, offering expert guidance and operational support, and helping to implement projects and continuous improvement initiatives. While a portion of the role can be carried out remotely, regular travel to homes across the region will be required to maintain visibility and effective support.

**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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- Provide proactive administrative leadership across Healthcare Ireland Homes, ensuring operational consistency, efficiency, and regulatory compliance.
- With the Administration and Project Lead, as the main administrative liaison between Head Office and our Homes, ensuring clear communication and delivery of company-wide initiatives.
- Step in as Home Administrator where required (remotely or in-person), maintaining continuity of service.
- Support and guide Home Administrators, offering mentoring and facilitating training on systems, processes, and policies.
- Collaborate with Home Managers and central teams on budgeting, expenditure tracking, payroll queries, invoicing, and financial reporting.
- Oversee the maintenance of accurate resident financial records in coordination with Home Administrators.
- Ensure all documentation and processes meet internal, legal, and regulatory standards.
- Lead and support the preparation for audits and inspections, ensuring readiness and compliance at all times.
- Drive improvements in administrative processes and information flow across the homes.
- Manage confidential data and systems securely, ensuring accuracy and accessibility.
- Support recruitment and onboarding of administrative staff, ensuring a smooth transition into roles.
- Participate in regional and Head Office projects, contributing administrative expertise to improve systems and outcomes.
- Prioritise workload effectively, often managing multiple projects and deadlines in collaboration with the Head Office team.
- Support with internal quality assurance reviews and audits of administrative and financial management processes across all Homes.
- Identify patterns or issues during audits and collaborate with relevant stakeholders to develop improvement plans.
- Work with the Home Manager to support the onboarding, training, and development of new administrative team members.
- Undertake other reasonable duties as required by the Administration and Project Lead or senior management.

## **About you**

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- Right to work in the UK.
- Minimum 2 years' experience within a fast-paced administrative role in a care home environment.
- 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 clerical, organisation and receptionist skills.
- The ability to work on initiative within established processes and procedures, referring more complex issues to the appropriate manager.
- A flexible approach to gathering information, making judgement and problem-solving.

## **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.