



JOB DESCRIPTION

Business Administrator – Older People

Position	Business Administrator
Responsible to	Business Manager
Job purpose	
Ensuring the business functions across the Home run efficiently and effectively with particular emphasis on Customer Service, HR and Finance.	
Core responsibilities	
Customer service and marketing: <ul style="list-style-type: none">• Presenting as a smart, professional and welcoming presence to all who come into the home;• Point of contact for all enquiries, residents and relatives• Develop contacts within the local community and support with events running in the home and in conjunction with the community.	
Resident experience: <ul style="list-style-type: none">• Liaise with new residents and their families pre-admission, on admission and for the duration of their stay	
HR: <ul style="list-style-type: none">• Daily reconciling of hours• Distribute payslips confidentially• Support with the management of the Annual Leave requests in the home, providing weekly and monthly summaries of usage for the Manager to allocate any unused AL when appropriate.• Assisting the Management of the home in filling vacant shifts.• Assisting with the recruitment process as follows (but not limited to):<ul style="list-style-type: none">○ Provision of Part A forms for interviews;○ Checking ID is complete and taking copies; and○ Providing electronic and hard copies of all information to Head Office.• Prepare correspondence to staff using the company templates.• Maintaining employee records• Assist the HR department in undertaking the annual DBS check and updating	

records.

Finance:

- Dealing with enquiries from prospective clients
- Ensure resident records are maintained accurately
- Administering resident money in accordance with company policy, including the issuing of monthly statements.
- Administering the petty cash for the home in accordance with company policy
- Where necessary undertake any banking (e.g. paying in and withdrawing resident monies, paying in cheques for fees and cashing petty cash cheques).
- Communication to residents, relatives and Head Office if fee reviews result in a required fee change.
- Preparing (only where appropriate) and collating annual stock take information for Head Office.

Compliance and Training:

- Petty cash and residents' money audits

Contracts and Estates:

- Approve appropriate invoices
- Maintain list of vacant bedrooms and their room enhancements

Other:

- Ensure archiving is managed effectively
- Lead on the coordination of information relating to Care Home Record and Subject Access Requests, in line with GDPR and company policy
- Any other duties as reasonably expected

In line with Health and Safety Policy the job holder is expected to:

- Take reasonable care of his/her own health, safety and welfare and that of other people who may be affected by his/her actions or omissions.
- To comply with health and safety law and Health and safety Policies and Procedures.
- Not to misuse or interfere with, intentionally or recklessly, anything provided in the interests of safety.

The job holder is also expected to:

- Act in an honest, responsible and respectful manner to others.
- Be responsible for their own professional conduct.
- Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
- Comply with our obligations to our key stakeholders.
- To attend all mandatory training as required.

Person specification

Description	Rating (Essential/ Desirable)
Excellent Microsoft Office skills	E
Good communication and inter personal skills	E
ECDL or equivalent	D

Last updated: 06/07/2021

Signed:

Print Name:

Date: