

OUTLOOK CARE

Local Business Administrator

Role title	Local Business Administrator
Locations	Foxburrow Nursing Home St. George's Nursing Home Learning Disabilities & Mental Health (LDMH)
Reporting to	Local Home Manager (Foxburrow and St. George's nursing homes) Acting Director of LDMH (LDMH Region) Dotted line to Support Services Manager for admin processes
Responsible for	Foxburrow Nursing Home only – Outlook Care Receptionist

Role purpose
<p>Responsible for all administrative duties within the Nursing Home / LDMH region providing support to the local management team to effectively support various aspects of the Nursing Home / LDMH region and provide excellent customer services.</p> <p>Ensure corporate administration standards are maintained to provide timely, efficient and effective support both the local services and corporate services functions.</p>

Key Outcomes Required from the post
<ul style="list-style-type: none"> • Provide an excellent and responsive administration service to the local manager and management team. • Provide relevant contract monitoring requirements from Local Authorities and other regulatory bodies. • Support the manager with CQC notifications regarding new services, change of provision or de-registration. • Support the manager with provision of local KPI reporting, occupancy and voids and other related governance and quality reports required for EMT, Board and Audit & Risk for local service. • Support manager to maintain Access Care Compliance system to enable an effective and efficient method of recording, reviewing and reporting on governance and quality across the local service. • Support manager with local marketing, enquiries and referrals and show arounds. • Administer recruitment and onboarding of starters and work with home manager to quality check process • Ensure ongoing staffing compliance including DBS, RTW and NMC checks where due • Administer staff e-filing for relevant area and respond to reference requests as per organisational policy. • Administer booking of commissioned courses • Support Finance with residents' admissions and billing queries. • Administer the admissions processes and signed placement agreements • Administer ad hoc billing for residents, resolving queries and corrections. • Managing petty cash (if relevant) or similar digital systems • Support manager for annual uplifts to contracts and ensuring correct funding in place. • Administration of social media & marketing including content creation and ensuring all posts are GDPR compliant • Support with Incident and Accident management and Safeguarding reporting, supporting with any audit, PIR or CQC information request and insurance reviews

<ul style="list-style-type: none"> • Administer external audits (Worknest / CQC etc) • Maintain H&S certification and compliance sheet for services • Preparation and communication of On Call Rotas • Respond to local payroll queries. • Provide support with staff change of circumstance process to include hours, roles, starters, leavers, maternity, paternity, parental changes including confirmation communications. • Support of rotas to operational managers including diary management of Home Manager and taking minutes of meetings where required Administer archiving, confidential wate, stationary requests. • Provide due diligence of new and existing 3rd party staff supply agencies ensuring they are processed and set up with finance • Support the process of Early Pay and one off payments • Administer archiving, confidential wate, stationary requests. • Purchase of good and services ensuring value for money and within delegated levels. • Any other duties as may be reasonably required and on occasion may need to work unsocial hours.
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Person Specification	
Experience, Qualifications and Specific Knowledge	<ul style="list-style-type: none"> • Good general standard of education (to GCSE level) including Mathematics & English or equivalent qualifications / experience. • Relevant experience in business administration, ideally within a large nursing home or learning disability care regions setting. • Highly organised, efficient and autonomous • A positive attitude, with high attention to detail. • Flexible and able to deal with a busy and varied role. • Trustworthy and able to deal confidentially with information.
Other role specific requirements	<ul style="list-style-type: none"> • Fully computer literate and proficient in all Microsoft Office applications • Experience of HR and Financial admin duties • Excellent literacy and numeracy skills with ability to independently produce professional and accurate documentation. • Ability to work individually or part of a team. • Ability to manage own time, prioritising, and organising work appropriately. • Ability to work with initiative within the boundaries of the role, adapting to changing work priorities • Committed to continuing professional development. • Good time-management and organisational skills. • Professional, neat appearance. • A car driver and vehicle available to use at work as there will be a requirement to visit services.