McCarthy & Stone
Welcome Home.

Job Description

Administrator

Department/Function	Reports To	Work Location
Your McCarthy Stone	Registered Estate Manager	Development

Purpose:
To undertake administration duties to support the efficient operation and estate management team of the development and is expected to discharge all duties and responsibilities in such a way as to enhance the quality of residents' lives in retirement.

Key Tasks:
Liaison with residents:

- Take lunch bookings and ensure this is passed onto the catering manager at least 24 hours in advance.
- Arrange the domestic assistance rota in conjunction with the Registered Estates Manager
- Take bookings and manage requests for additional domestic assistance and personal care.
- Confirm with residents of the timings of their service and who will provide it.
- Process accurate records of extra services including meals and care and support services for the production of invoices to residents and payroll purposes.
- Co-ordinate and distribute on a monthly basis a newsletter detailing past and future events.

Communication:

- Welcomes visitors to the estate office, ensuring a courteous and appropriate response is provided to staff, residents, residents' families and other visitors.
- Produces letters and other correspondence to be sent to residents, staff and other contacts as required.
- Answers telephone calls in a professional manner. Provides information or advice or transfers calls appropriately.
- Collects outgoing mail and arranges for posting for residents and staff.
- Processes incoming mail and faxes, ensuring that these are dealt with or routed to the appropriate individual.
- Handles bookings of the guest suite and ensures it is cleaned and made ready for the next guests.

Staffing Administration:

- Carries out the administrative aspects of recruitment and selection of staff in conjunction with the Registered Estate Manager and Talent Acquisition Partner. This includes collecting information from telephone enquiries, arranging interviews and helping to obtain references.

Purchasing and Stock Control:

- Assist with the purchasing of items such as personal protective equipment, stationary, uniforms, postage stamps, office sundries, cleaning supplies etc.
- Maintain records of items purchased, controlling stocks of the above to ensure that adequate supplies are maintained.

General:

- Carries out general administrative support tasks as required by the Registered Estates Manager
- Work in accordance with McCarthy Stones values.
- May be required to undertake duties in other locations operated by the employer.
- You will maintain both a professional and hygienic appearance.
- You will work in line with the policy on Infection Prevention and Control, according to your role.

Person Specification:

Knowledge & Experience:

- Previous experience of working in an administration role
- Knowledge of Microsoft Office packages and confident with using spreadsheets
- Good interpersonal skills
- Ability to organise own work to meet deadlines
- Effective verbal and written skills

Personal characteristics:

- Ability to manage your own time
- Caring approach
- Reliability
- Professional appearance
- Honesty and respect for confidentiality
- Ability to remain calm under pressure

Health and Safety

It is the duty of every employee, under the provisions contained in the Health & Safety at Work Act 1974, to adhere to the employers health and safety policies and to ensure that they:

- Take reasonable care of themselves and for others at work
- Co-operate with the company, as far as necessary, to enable them to carry out their legal duty.
- Do not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- Report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to the Registered Manager
- A copy of the current Health and Safety Manual will be kept at the development.

Equal Opportunities:

- Promote and act at all times in accordance with the Company's Equal Opportunities Policy.

Confidentiality:

- Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action which might include dismissal.

Disclosure and Barring Services (DBS) and Adult First Check:

The postholder will be subject to an Enhanced Certificate from the Disclosure & Barring Service. This will also include a DBS Adult First Check. All offers of employment are subject to the completion of satisfactory checks. Such checks will continue to be made throughout the postholder's employment in line with statutory requirements.

Training:

The post holder will be required to attend meetings, training courses and follow-up refresher courses as required to maintain and enhance their registration.

Please Note: *This job profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Assisted Living developments. Substantial changes in the range of work undertaken will be carried out in consultation with the postholder.*