**Job description**

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| **Post Title** | Administrator (Sesame)  |
| **Responsible to** | Sesame Registered Manager  |
| **Place of Work** | Sesame  |
| **Responsible for staff**  | N/A |
| **Hours** | 20hrs (over 3 days per week)  |
| **Grade** | C2 – C5 (£10.57 - £12.43 per hour) |
| **Main Purpose of Job** |
| * Provide an efficient support service to the Sesame Manager in relation to a full range of day-to-day business and support requirements including CQC inspections, independent audit visits, BOT requirements and Lifeworks internal audit systems and processes
* Supported by the Sesame Manager and wider Lifeworks personnel develop, implement and maintain business, administrative and quality assurance policies, compliance systems and CQC Adult residential social care audit procedures to ensure effective controls, monitoring and reporting systems are in place
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| **Responsibilities** |
| * Providing a first point of contact for Sesame, directing telephone and email enquiries appropriately. (daily task)
* Effective organisation of internal and external post, including circulation and marketing of programme literature and reports (daily task)
* Responsible for checking and monitoring of petty cash for Sesame, plus 4 x residents who each have petty cash and personal monies boxes and reporting discrepancies to the Sesame manager (daily/monthly)
* Minute taking at Sesame management and all staff meetings, collating and distributing agenda and minutes prior to meetings (monthly)
* Maintain records for residents (daily)
* Logging and tracking of contract for funding for residents. (as and when required)
* Being the IT administrator for Sesame (daily)
* Communicate with IT support service any issues relevant to Sesame, and ensuring that they are resolved in a timely manner. (daily/weekly)
* Produce monthly reports as required
* Collate and track annual leave requests for Sesame staff and provide regular reports to the Sesame Manager to ensure they are able to ensure leave is booked and used in line with policy and procedures (weekly)
* Maintain Sesame Policies and procedures (electronic and hard copy)
* Raising purchase order for budget holder to sign off. (daily/weekly)
* Placing orders for supplies and services and liaising with the suppliers on delivery/invoice queries (daily/weekly)
* Matching PO’s, delivery notes/worksheets and invoices and return to the accounts office for payment. (daily/weekly)
* Logging expenditure on the budget monitoring sheet and keeping the Sesame manager informed of funds available. (daily/weekly)
* Filing of purchase orders and notification of deliveries to account department (daily/weekly)
* Summarising the monthly petty cash into expenditure codes and recording on the expenditure log before returning to finance. (monthly)
* Ensure Sesame charge card holders match up paperwork (PO, proof of delivery with statement and return to accounts office (daily/weekly)
* Collate and provide to the Sesame manager agency staff usage reports and occupancy monitoring reports if required on a monthly basis (weekly)
* Provide general clerical and administrative support to Sesame (ie, photocopying, shredding and archiving)
* Stock checks
* Maintain the fire drill system and recording processes and other home health and safety audits
* With support from the Sesame manager implement an annual maintenance plan and report any maintenance issues to the Sesame Manager and Landlord
* Maintain preferred contractor suppliers list
* Liaise with local tradespeople to coordinate scheduled property maintenance programme.
* Manage and maintain exemplary filing and archiving systems, including resident’s records employee management files and general filing ensuring adherence to GDPR standards.
* Logging, tracking and filing of incidents, accidents, restraints and other key information of residents in line with policies and procedures (daily/weekly/monthly)
* Notifying incident reports to Social Workers in line with policy and procedures (daily)
* Collate monthly and quarterly overview/analysis of incidents/accidents/restraints for the operations manager and operations director (monthly/quarterly)
* Producing and collating monthly and quarterly staffing reports including recruitment and leavers; sickness; training (monthly /quarterly)
* Arrange for agency cover as required and produce agency monitoring reports (daily/monthly)
* Collate data/timesheets and provide support overall for the monthly payroll returns process (monthly)
* Provide management information for CQC regulations, reporting and inspection (as and when required)
* Data entry to any resident data base system and producing Management Information Reports (MIR) (daily/monthly/quarterly)
* With support from the Sesame manager develop effective operational administrative systems and processes including quality assurance, compliance and audit management reporting processes (daily/monthly/quarterly)
* Support the Registered Manager with training activities at Sesame as required.
* Awareness of role boundaries
* Carries out other work commensurate with position as required
* Undertake continuing professional development personally, to ensure maintenance and updating of appropriate skills and knowledge required for the role
* To maintain awareness of, and ensure compliance with Lifeworks policies including safeguarding, confidentiality, health & safety, equality & diversity, financial and data protection.
* Adopt a flexible approach to work duties, within an appropriate level of responsibility, carrying out duties as directed by Directors and Managers.
* Ability to work effectively within a team to achieve the desired objectives
* To work in accordance with all Lifeworks policies and procedures, incorporating anti- discriminatory practice in all aspects of work and daily practices
* To actively promote the ethos and values of Sesame and Lifeworks in general

**This job description is not exhaustive and may change as the post develops, but any such change will not take place without consultation between the post holder and their manager.****Job descriptions should be reviewed at least annually at the appraisal meeting.****The post holder’s duties must at all times be carried out in compliance with the Company’s policies and procedures; in particular the post holder must act in accordance with the Safeguarding, Equal Opportunities Policy and the Health & Safety Policy.** |

**Person Specification**

Please ensure that you read the person specification carefully, as this will be used to assess candidates as part of the shortlist and interview process.

E = Essential to carry out role to minimum required standard

D= Desirable

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| **Criteria** | **E/D** | **Assessed at** |
| **Qualifications** |  |
| * Educated to GSCE grade C (or equivalent) in Maths and English
* Level 2 Diploma in Business Administration (or equivalent)
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| **Knowledge/Skills** |  |
| * Effective verbal and written skills with the ability to demonstrate attention to detail and a high level of accuracy
* IT literate, proficient in all Microsoft packages including Word, Excel, PowerPoint, plus email and the Internet
* A proven track record of building and developing effective working relationships with colleagues and third parties
* Able to prioritise and manage own workload to meet deadlines often accompanied by a range of competing demands
* Excellent communication and interpersonal skills and the ability to deal with all levels of staff across the Charity
* Proven ability to use own initiative and solve problems
* Equally able to work independently and as part of a team
* Awareness of confidentiality and GDPR/data protection
* Excellent organisational skills, including diary management
* Able to take meeting minutes, produce agenda and minutes
* Ability to be flexible
* Knowledge of CQC Inspection Framework
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| **Experience** |
| * Recent experience of working in a similar environment
* Experience of working to deadlines
* Experience of working with time management systems
* Experience of electronic records systems including quality assurance reporting systems/frameworks
* Experience of diary management
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| **Key Contacts** |
| **Internal:** Sesame Manager; Deputy Manager, Team Leader, staff, Head of Operations, Finance Manager, Payroll Officer, HR Manager, HR Officer, Head of Finance and Governance**External:** key stakeholders including relatives, external professionals, Local authority/health  |