

JOB DESCRIPTION AND PERSON SPECIFICATIONS FOR AN *ADMINISTRATIVE ASSISTANT*

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REVIEWED BY	Manager (MP)	
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JOB TITLE	Administrative Assistant
RESPONSIBLE TO / REPORTS TO	Manager / Deputy Manager / Nurse in Charge
ACCOUNTABLE TO	Registered Manager
LOCATION	Bendigo Nursing Home
HOURS OF WORK	<ul style="list-style-type: none">  Monday to Friday  08:30 to 17:30 (including breaks)  Some Saturdays if and when workload warrants  Cannot take annual leave at the same time as the Manager
JOB PURPOSE / OBJECTIVE	<ul style="list-style-type: none">  providing support to manager, employees, residents and representatives assisting in daily office needs and managing general administrative activities.  Excellent time management skills and the ability to prioritize work  Attention to detail and problem-solving skills  Excellent written and verbal communication skills  Strong organizational skills with the ability to multi-task  Time management  Co-ordinate and organise: <ul style="list-style-type: none">  Training for staff  Activities for residents  To be willing to acquire relevant new skills and knowledge  Able to work unsupervised and on own initiative  To work as a member of a team  To respect residents' wishes  To maintain confidentiality  To ensure accurate and prompt record keeping

Main Duties and Responsibilities:

1. Greet visitors, employees and respond to inquiries, requests for information and provide assistance.
2. Establish and maintain cooperative working relationships with other employees
3. Answer and direct phone calls
4. Compose written correspondence and materials; create and update forms; statistical data, and other materials pertaining to the home, mainly including residents' care plans and staff documentation
5. Plan meetings and take detailed minutes
6. Carry out administrative duties such as filing, typing, copying, binding, scanning etc
7. Receive and respond / write and distribute email, correspondence memos, letters, faxes and forms

8. Assist in the preparation of audit reports
9. Perform research as needed
10. Maintain an accurate digital / computer and paper filing system
11. Order office supplies and research new deals and suppliers
12. Maintain contact lists
13. Provide general support to residents, visitors and staff
14. **To ensure that the following tasks are undertaken promptly:**
 - a) **required Notifications to CQC are completed and submitted**
 - b) **ESCC Portal is updated**
 - c) **invoices, receipts and staff information such as holiday requests are scanned and e-mailed to accounts and payroll department**
 - d) **banking and deposit**
 - e) **update staff and residents' information**
 - f) **staff training, supervision and appraisal records**
15. Act as the point of contact for internal and external clients, professionals and representatives
16. Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies;
17. **Verifying receipt of supplies**
18. Contribute to team effort by accomplishing main goals and objectives
19. Develop and update administrative systems to make them more efficient
20. Resolve administrative problems
21. Maintain up-to-date employee holiday records
22. Responsible for personnel management
23. **Responsible for the safe collection, storage and distraction of data**
24. Ensure confidentiality is maintained at all times.
25. Adhere to all Policies and Procedures of the Home relevant to the job description.
26. Attend all mandatory training and refresher courses provided by the Home.
27. Acquire new skills and knowledge
28. Report all complaints to the Home Manager / Deputy Manager and assist with investigations when required.
29. Be flexible and take instructions from residents and staff.

Person specifications:

1. Knowledge of office management systems and procedures
2. Working knowledge of office equipment, like printers and fax machines
3. Proficiency in MS Office (MS Excel and MS PowerPoint, in particular)
4. **Excellent time management skills and the ability to prioritize work**
5. **Attention to detail and problem-solving skills**
6. **Excellent written and verbal communication skills**
7. **Strong organizational skills with the ability to multi-task**
8. **Time management: to have an innate sense of which tasks / projects to prioritize, and be keen on to-do lists**
9. **Decision-making skills**
10. **Professional and friendly demeanour and presentable appearance**
11. Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications
12. Observe and maintain effective communication within the teams of staff, individual colleagues and residents.
13. Able to listen and follow instructions
14. Able to work unsupervised and own initiative
15. Able to maintain a professional manner at all times
16. Displays integrity and honesty
17. Maintains a positive attitude towards residents, guests, patients and visitors
18. Demonstrates attention to detail and thoroughness
19. Able to follow and adhere to policies and procedures

20. Excellent verbal and written communication skills
21. Responsive to resident's individual cultural needs and preferences
22. Willing to attend such training sessions that are deemed necessary by line management.
23. Appropriate aptitude towards continuous learning and development Knowledge / Qualifications
24. Understanding and commitment to Equal Opportunities
25. An Enhanced CRB Disclosure is required for this position
26. Maintain client and business confidentiality at all times.

Health and Safety

1. Maintain a safe environment.
2. Report all accidents to the Home Manager / Deputy Manager / Nurse in charge
3. Report immediately any faults with equipment to the Facilities Manager / Home Manager / Deputy Manager / Nurse in charge.
4. Reporting immediately to the Home Manager, or Person in Charge, any illness of an infectious nature or accident incurred by a resident, colleague, self or another
5. Understanding and ensuring the implementation of the Home's Health and Safety, Emergency and Fire procedures and undertake weekly fire drills in the absence of the Facilities Manager

This job description is a subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances (i.e. legislation, guidance, best practice, residents' needs etc.).

The above list is not exhaustive