

Job Description

Job Title:

Administrator

Pilgrims' Friend Society is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of Pilgrims' Friend Society that your workplace should be an expression of committed Christian support. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We have a distinctive approach to living with people in our homes and schemes. In our care homes, the people who live with us are referred to as "family members", and our approach to care is known as "The Way We Care" (TWWC) a highly person-centred approach that values each person as precious and made in God's image. In our housing schemes, the people who live with us are referred to as "occupants", and our approach is known as "The Way We Live" (TWWL), reflecting the same values within an independent living setting.

As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of the people we support; whether family members in our care homes or occupants in our housing schemes. To uphold our mission and values, we expect all our housing schemes to embody TWWL and all our care homes to embody TWWC in their daily responsibilities. We want to engage with the communities and churches around our homes and schemes to their benefit, as we share our resources, and to our benefit, as we recruit volunteers who add so much to the quality of what we do. Below are the key expectations for this role:

1. The main purposes of your job are:

- To assist the Manager in all aspects of the day to day running of the service
- To take responsibility for all the administrative work of the service

2. Where you fit into the team:

You are responsible to the Business/Home Manager/ Housing Scheme Manager.
You have no direct staff responsibilities.

3. Your main job duties are:

Providing administrative services to the Manager and Senior Team within the service, especially in the following areas:

For Care Homes only

1. Helping to construct the duty roster to ensure the service meets the requirements of any staffing notice and provides required cover in all areas
2. Reporting staff hours and other information to Head Office and/or the payroll bureau for payment of wages
3. Administering recruitment, selection and appointment procedure

4. Keeping all staff records up-to-date, including Holiday and Sickness records and contracts of employment. Reporting all changes to Head Office
5. Organising training courses
6. Responsibility for administering personal allowances and other cash, valuables and personal effects as required but within Society policy on these matters

For Care Homes and Housing Schemes

7. Administering applications procedure
8. Administering admissions procedure
9. Keeping all service user records up to date. Reporting all changes to Head Office
10. Assisting service users with appointments and transport for outside services or signposting to other services.
11. Assisting with organisation of social and recreational arrangements
12. Administering provision and invoicing of optional services
13. Administering invoicing of fees, where required, and monitoring payments, housing and other benefits etc in conjunction with the Head Office team
14. To support spiritual oversight of the home or housing scheme by leading and participating in prayers, when necessary, in support of the Business/Home Manager

Housing Scheme only

15. Responsibility for administering miscellaneous income and banking
16. Taking bookings for guestrooms and managing associated fees
17. Taking a share of on-call cover as required for the scheme with other members of the team or via the emergency call system

General

18. Answering telephone and dealing with all general enquiries
19. Welcoming visitors, both of service users and others and dealing with any general enquiries that may arise
20. Arranging appointments etc for the manager
21. Obtaining estimates and quotations from suppliers and contractors, in liaison with the Maintenance Officer and/or Property Services where necessary
22. Ordering of supplies and handling deliveries if necessary
23. Administering receipt, authorisation and processing of supplier invoices
24. Ensuring continuity of maintenance contracts, in liaison with the Maintenance Officer and/or Property Services
25. Maintaining and administering petty cash and keeping accurate records of transactions. Ensuring security of petty cash
26. General office duties, such as typing, filing etc, to service the administration needs of the management team and the service in general
27. Assist in providing a supportive environment that respects and celebrates the Christian beliefs and practices of our family members

28. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by Pilgrims' Friend Society
29. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities