



NorseCare Ltd.

# Business Administrator

NorseCare Homes and Schemes

## Description: Business Administrator

### Reporting to: Manager

#### Purpose

- As a Business Administrator you will be responsible for ensuring the administration of the home/scheme runs smoothly and effectively in line with NorseCare 's policies and procedures.
- As an administrator you will support the Care Home Manager in a full range of activities to assist in the smooth running of the home.
- Ensuring, as the Business Administrator that you provide a range of efficient administrative services within the establishment to ensure effective business support.
- To liaise with key staff at the establishment and at NorseCare Head Office to ensure priorities are met.

#### Key Objectives

- Reception duties within the home or scheme including meet and greet of visitors, answering telephone calls promptly, dealing with enquiries in a helpful, courteous and welcoming manner, being aware of the need to maintain confidentiality at all times .
- To undertake rota management responsibilities and ensure appropriate staffing levels within the home/scheme, including arranging agency staff bookings as necessary with support from the Manager and Deputy Manager.
- Processing of staff annual leave requests and monitoring sickness.
- Collating and processing of employee payroll via data entry (hours worked, sickness, holidays, etc.) including completing weekly/monthly returns, submitting in line with payroll and HR deadlines.
- To maintain & reconcile a petty cash account and other cash-based accounts in line with the NorseCare policy.
- Maintaining accurate documentation availability, following updates received from Head Office surrounding updates to NorseCare policies & procedures.
- Undertake purchase ledger responsibilities including;
  - Placing purchase orders with approved suppliers via the bespoke ordering system, complying with procurement procedures, to maintain appropriate stock levels and ensure expenditure is contained within agreed budget limits.
  - Timely reconciliation of delivery notes and receipting of goods/services received
  - The provision of accurate financial information to Head Office in order to raise invoices/credits in a timely and accurate manner.
- Maintaining accurate information records for residents/tenants & staff, using a variety of recorded methods for both mandatory and regulatory requirements.
- Liaise and build professional relationships with relatives, residents/tenants, professional service providers, head office colleagues and other contacts.