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**JOB DESCRIPTION**

**CAREER: Administrator**

**YOUR NEW PLACE OF WORK: Copelands**





**What is Copelands?**

You have applied to work as an **Administrator** at **Copelands**. Copelands is Belfast Central Mission’s flagship project, providing market leading care for N. Ireland**.**It will encompass everything needed to create a genuine home from home where people can enjoy fulfilling and spontaneous lives. Our aim is to provide the best possible care to frail older people, including those living with dementia.

The home will comprise of six households, each with 10 residents. Each household will have its own front door, kitchen and living area as well as access to a communal outdoor area, so that it will evoke memories of ‘home’ for someone who is starting to suffer from the stress of memory loss and diminished cognitive ability.

The home has been designed with the differing cognitive, social and physical abilities of the residents in mind. We'll be promoting the use of familiar and recognizable surroundings and activities to stimulate residents’ deepest and earliest memories.  Visual clues throughout the design help residents with recollection to avoid confusion and increased anxiety. Additionally, it creates opportunities for staff and residents to interact more easily in activities of daily living.

* A new, bespoke care model **“BUTTONS”,** already developed and piloted by BCM’s award-winning residential care team at Kirk House
* Person-centred care and choice for residents
* Dementia Gold standard design
* Exemplar building with spacious rooms and extensive communal space
* Beautiful coastal setting providing therapeutic environment for residents

**SO, WHAT WILL YOU BE DOING?**

**General Administration**

* You will be the first point of contact for Copelands which could include: caller’s via phone; visitors to reception; liaising with the relatives of our residents (including “show around” when required)
* Maintenance of electronic databases in respect of all records at Copelands
* Maintenance of all manual filing systems relating to residents; staff etc
* Completion of time sheets for staff and forwarding of same to Headquarters; contacting recruitment agencies in respect of staff cover when required
* Completion of maintenance requests for Copelands and forwarding of same to headquarters
* Diary Management: maintaining electronic diaries in relation to the daily activity of senior staff and management team
* Issuing of forms to contractors who undertake maintenance / repair on site; receipt of completed forms and forward same to headquarters
* Liaising with kitchen staff to assist in producing menus for different dining requirements
* Care Home Portal: update the portal in respect of any apartment/bed vacancies within Copelands
* Events: assist the management team in any promotional activity / events within Copelands to include mailing respective audience/ posters; organising donations etc
* Purchase all stationery for Copelands
* Provide reports on request relating to any aspect of activity within Copelands

**Residents**

* Working with the management team, assist in purchasing birthday presents for Residents and liaise with the kitchen for purchase of food/cake for special occasions
* Remittance Advice for resident’s payments for apartment/service and forward to headquarters
* Oversee personal allowances (where necessary) for residents for such things as hairdressing
* Podiatry; organise podiatrist; complete appointment cards; identify residents requiring the service
* Newspapers: collect money for resident’s newspapers; pay newsagent and return papers to residents
* Liaise with relatives: issue new assessment pack and receive completed forms; organise fobs for doors; set up accounts for residents
* Maintenance of records relating to admissions and waiting lists:
* Doctors: organise for/ deliver samples to doctor’s surgery
* Christmas: arrange for the purchase of presents for residents/wrap for presenting
* Allocations: contact interested parties on the waiting list in the event of availability of apartments/beds within Copelands

**OUR VALUES**

We expect that as the basis for performance for all staff, our values of **Respect, Integrity, Excellence** and a **Person Centred Approach** are evident in our interactions with each other as members of a wider staff team and with our Residents at all time.

**OUR RESIDENTS**

Our residents will have varying degrees of need; some will have their full independence and not necessarily require a high degree of assistance while others will require more specific assistance.

The maintenance of a high standard in relation to our **Administration service** is vital; it helps to maintain records relating to our Residents, our business activity, our visitors; the administration function is central to maintaining admin systems which can stand up to scrutiny and inspection.

**WHAT WE NEED**

We want Admin staff who are diligent and hardworking, who can use their initiative to see what needs done with a minimum of supervision. We want staff who will ensure our residents remain at the heart of everything we do.

**PERSON SPECIFICATION – ADMINISTRATION ASSISTANT**

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| **Criteria** | **Essential** | **Desirable** |
| **EXPERIENCE** | 2-years’ experience in undertaking a range of administration tasks to include:   * Electronic Diary Management * Development & Maintenance of electronic databases * Maintenance of electronic & manual filing systems * Working knowledge of office equipment, such as printers and fax machine * Experience of liaising with a range of stakeholders/customers and being first point of contact |  |
| **QUALIFICATIONS** | GCSE Maths & English at Grade C or above (or equivalent level qualifications) |  |
| **SKILLS** | * Proficiency in MS Office (MS Excel, Outlook, Word in particular) * Excellent time management skills and the ability to prioritise work * Attention to detail and problem-solving skills * Excellent written and verbal communication skills * Excellent organisational skills with the ability to multi-task |  |

**GENERAL TERMS AND CONDITIONS**

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| **Duration:** | Permanent |
| **Hours or work:** | **35 hours per week** |
| **Salary:** | £19,037 per annum |
| **Holidays:** | Based on 20 days per annum plus 12 Public Holidays (Rising by 2 days on 5 years-service and a further 3 days on 10 years-service) |
| **Probation Period:** | 6 months |
| **Pension:** | Entitled to join after three months service. Staff are required to make a minimum contribution of 4% of basic salary to their personal pension within the Group Scheme. |
| **Benefits:** | Cycle to Work Scheme  Westfield Health cover Level 1  O2 open discounts |
| **Period of Notice:** | Less than six months service = 1 week.  Six months service or more = 1 month. |
| **Access NI:** | This post requires that a check must be carried out under the requirements off Access NI Enhanced Disclosure. This will involve, a full criminal records check, which will show spent and unspent convictions, cautions, cases pending and any other relevant information. |



