

London Care PLC

Job Description – Accounts Administrator

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1. Function

The role of the Accounts Administrator is to support the Accounts Manager in the day-to-day management of office administrative tasks linked to the maintenance of Client accounts. It is expected that the Administration Assistant will undertake their tasks in accordance with the Company's policies and procedures and in line with the Company's Aims and Objectives.

2. Responsibility and Authority

The Accounts Administrator is responsible for and has commensurate authority to carry out the following duties:

- 2.1 To oversee and maintain good administrative practice within the office.
- 2.2 To assist in the despatch of invoices as directed by the Accounts Manager.
- 2.3 To occasionally assist, as and when required, to assist local offices with timesheet confirmation and other administrative duties.
- 2.4 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.5 To comply with all Policies and Procedures of the Organisation, as appropriate.
- 2.6 To participate in any meetings as required.
- 2.7 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.8 To maintain the confidentiality of information (as per the company's Service User Confidentiality Policy (QPD003) and Data Storage, Protection and Retention Policy (QPD036)).
- 2.9 To participate in staff supervision, development, training and performance appraisals.

3. Relationships

The Accounts Administrator observes and maintains the following relationships:

Superiors – he/she is accountable to his/her line manager (and to Senior Management and the Directors of the Company) and to any other specified superiors.

Subordinates – he/she has no subordinates.

Other company personnel – he/she has frequent contact and interaction with operational staff at the local offices in the course of carrying out his/her duties.

Others – he/she may have contact by telephone with Purchasers and other professionals.

4. Hours

Accounts Administrators may be employed on a full or part-time basis. Precise terms are agreed on an individual basis although a full-time Accounts Administrator would normally work from 9.00am until 5.30pm Monday to Friday.

5. Typical Duties

- To establish and maintain good administrative practices within head office.
- To oversee the timely running of administrative processes within head office.
- To maintain and complete accurate up-to-date written and computerised records as appropriate.
- To answer telephones and to interact with colleagues, Purchasers and others in a polite and helpful manner.
- To carry out any other duties which may reasonably be required and requested by the Management of London Care Plc.

6. Person Specification

Essential	Desirable
Can demonstrate an understanding of good administrative practices (including filing and processing paperwork).	Personal experience of providing administrative support in an office environment, particularly in the home care or recruitment sectors.
Good interpersonal skills.	Good spreadsheet and database skills. Typing 40wpm.
Can demonstrate a basic understanding of IT, including the use of e-mail and Microsoft Office and good typing skills.	A secretarial/administrative qualification, GCSE passes grade A-C (or equivalent) in Maths and English.
A proven record of organisational and teamwork skills.	
Can demonstrate a good standard of literacy and numeracy, including writing of letters.	