

# London Care PLC

## Job Description – Administration Assistant

### Summary

1. Function
2. Responsibility/Authority
3. Relationships
4. Hours
5. Typical Duties
6. Person Specification

### 1. Function

The role of the Administration Assistant is to support the Client Care Co-ordinators and Branch Manager in the day-to-day management of office administrative tasks linked to the provision of care support services<sup>1</sup>. 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 Administration Assistant 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 so that information is systematically processed and readily accessible.
- 2.2 To promote and fulfil the Aims and Objectives of London Care Plc as defined in the company's Statement of Purpose.
- 2.3 To comply with all Policies and Procedures of the Organisation, as appropriate.
- 2.4 To participate in any meetings as required.
- 2.5 To promote anti-discriminatory practice as per the company's Equal Opportunities Policy (QPD002).
- 2.6 To maintain the confidentiality of information (as per the company's Service User Confidentiality Policy (QPD003) and Data Storage, Protection and Retention Policy (QPD036)).
- 2.7 To acknowledge individuals, personal beliefs and identity as per the company's Service Users' Rights Policy (QPD004).
- 2.8 To participate in staff supervision, development, training and performance appraisals.

### 3. Relationships

The Administration Assistant observes and maintains the following relationships.

**Superiors** – he/she is accountable to his/her Branch 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 Client Care Co-ordinators, Senior Client Care Co-ordinators, Monitors, Assessors, Trainers and other personnel in the course of carrying out his/her duties.

<sup>1</sup> Note that Administration Assistants will usually only be employed at branches where the volume of business is such that it such an assistant is required.

**Others** – he/she may have contact by telephone with professionals such as Social Workers, Local Authority Care Managers, District Nurses, GPs etc.

**Relatives, neighbours and friends of Service Users** –he/she may have contact with a Service User's family and/or acquaintances in the course of his/her duties.

#### 4. Hours

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

#### 5. Typical Duties

##### 5.1 General

- To establish and maintain good administrative practices within the local office, including stock-keeping and ordering of stationery.
- To oversee the timely running of administrative processes within the local office.
- To maintain and complete accurate up-to-date written and computerised records of available Care and Support Workers and Service Users.
- To answer telephones and to interact with Service Users, colleagues 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.

##### 5.2 Payroll and Invoicing

- To ensure that timesheets are printed and distributed to Care and Support Workers in an accurate and timely fashion.
- To ensure that timesheets are processed in a timely fashion, meeting agreed payroll and invoicing deadlines.
- To report to the Branch Manager on missing and late timesheets.

##### 5.3 Recruitment and Induction

- To post application forms to potential employees and to process received application forms according to company procedures.
- To track and monitor the processing of applications, including referencing according to company procedures.
- To book employees on to relevant training courses.

#### 6. Person Specification

Applicants' suitability for the position will be assessed according to their ability to meet the following requirements in terms of key competencies and qualifications:

Key Competency	Essential	Desirable
<b>General</b>		
Literacy	✓	
Numeracy	✓	
Telephone Manner	✓	
Understanding of Equalities Issues	✓	
Teamwork Skills	✓	
<b>IT and Office Skills</b>		
Word processing	✓	
e-mail	✓	
Spreadsheets		✓
Internet/Intranet	✓	
Databases	✓	
Typing 40wpm		✓

<b>Key Competency</b>	<b>Essential</b>	<b>Desirable</b>
Filing	✓	
Task & Time Management	✓	
Minute-taking		✓
Note-taking	✓	

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE English (or equivalent)		✓
GCSE Maths (or equivalent)		✓