

Administrator Job Description

Reporting to Facilities Manager, Service Manager or Deputy Manager

Department UK Services

Purpose of the job

To cover all aspects of the clerical and financial administration of the service, ensuring Leonard Cheshire guidelines are followed, enabling the service to run in an efficient and effective manner.

Key responsibilities

Dependent on each service's requirements.

- To provide efficient administration for the respective service, dealing with incoming and outgoing mail including emails, answering the telephone and taking messages.
- Answer and respond to routine enquiries and correspondence and to prepare other communications and correspondence.
- Ensure all administrative tasks relating to pay and employment records are completed, including preparation of time sheets (electronic and/system), liaising with the respective teams at Shared Services.
- To ensure administrative tasks relating to the recruitment and induction of new staff in the service are completed, liaising with the Recruitment team.
- Ensure administration of staff files to maintain the Right to Work in the UK are kept up to date. Undertake document renewal checks for limited stay before they expire. Obtain evidence and record revised expiry dates in line with Home Office requirements.
- Support the requirement for LC sponsored employees to remain within the obligations of their visa sponsorship, flag any reportable changes to line manager.
- If applicable, to assist in the supervision and mentoring of the day-to-day work of the Administration Assistant(s) at the service.

- Ensure the maintenance of staff records, using both electronic and manual filing systems, including sickness and absence records, liaising with the respective teams at Shared Services.
- Compile reports, letters, and other documents as required.
- Assist with the maintenance of HR files for staff and person-centred plans for customers and to ensure all records are accurately updated.
- To receive and greet visitors to the service and to maintain the visitors' book.
- To order and maintain levels of stationery and other office supplies.
- To process incoming orders and reconcile invoices, liaising with the Procurement or Finance team as required.
- To enter and process financial information, including accounting systems and spreadsheets. To liaise with appropriate staff on accounting issues, or problems.
- To maintain and reconcile petty cash system(s), including banking of monies.
- Enter and collate statistical information and to generate service-delivery reports.
- Undertake general office admin duties and other general duties as required.
- To comply with all Health and Safety policies and procedures.
- To comply with LC and any local safeguarding and mental capacity act (MCA) policies and procedures.
- To work within the regulatory compliance requirements applicable at the respective service
- To maintain an awareness of individual customer risk assessments relating to specific support needs, for example, dysphagia, mobility and safety.
- To participate in supervision, staff meetings and training activities (including updates), sometimes off-site and out of normal hours.
- Be responsible for maintaining and improving own knowledge and skills through experience and training.
- Undertake additional responsibilities as requested by the Service Manager following the successful completion of specific training and personal skills development.
- To undertake any other reasonable duties as requested.

Person specification

Essential requirements

- Good standard of general education with good basic levels of numeracy, reading and writing in English.
- Demonstrable prior experience of working with office administration systems and procedures.
- An appropriate level 2 or 3 qualification would be advantageous.
- Previous supervisory experience may be advantageous, depending on the needs of the service.
- To be able to work flexibly in accordance with the needs of the service.
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

Key competencies and skills

- Demonstrable ability with MS Office programs such as Word, Excel and Outlook.
- Good oral and written communication skills.
- Professional telephone manner, able to respond to queries and to initiate contact.
- Well organised, able to manage workload and to prioritise activities of self and others as required.
- Able to work using own initiative and as part of a team.
- To be discreet and be able to maintain confidentiality.
- Able to maintain accurate records.
- Good interpersonal skills, able to communicate effectively with a wide range of people.

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

