

JOB DESCRIPTION & SPECIFICATION	
ADMINISTRATOR	
Location	Copelands, 97 Donaghadee Road, Millisle, BT22 2BZ
Project Remit	<p>Copelands is Belfast Central Mission’s flagship project, providing market leading care for Northern Ireland. It encompasses everything needed to create a genuine home from home where residents can enjoy a fulfilling life.</p> <p>Copelands comprises of six households, each with 10 residents. Each household has its own front door, kitchen and living area as well as access to a communal outdoor area. The home has been designed with the differing cognitive, social, and physical abilities of the residents in mind.</p> <p>Our aim is to provide the best possible care to frail older people, including those living with dementia. We promote the use of familiar and recognisable surroundings and activities to stimulate residents’ 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.</p>
Hours of Work	35 hours - Monday – Friday
Salary	£21,139.30 per annum
Contract Type	Permanent
Probationary period	6 months
Pension	Auto enrolment option. An enhanced 4% employer contribution after 3 months of service.
Holidays	20 days per annum plus 12 Public Holidays
Sick Scheme	Sick scheme 2 - Paid sick leave 4 weeks full pay and 4 weeks half pay after one year of service.
Benefits	<ul style="list-style-type: none"> • Westfield Health Level 1 - Cash back plan and additional benefit of unlimited MRI and CT scans and 1 PET scan within a 12 month period • Westfield Health Rewards • Learning & Development opportunities

Job Specification

Essential	
Qualifications & Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> • GCSE Maths & English at Grade C or above (or equivalent level qualifications) • At least one years' experience working in an administration role. • Experience of liaising with a range of stakeholders/customers and being first point of contact.
Skills & Knowledge	<ul style="list-style-type: none"> • 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
Circumstances	<ul style="list-style-type: none"> • Ability to work Monday to Friday on site
The successful candidates will require	
Access NI	<p>This Post is subject to an Enhanced Access NI check. Having a criminal record will not necessarily debar you from working with BCM. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.</p>

Job Description

<p>Scope of Responsibility</p>	<p>To provide comprehensive administrative support to the Care Home Management Team and ensure the effective operation of administrative systems and processes. This role has responsibility for administrative, financial, and customer service tasks.</p>
<p>Key Areas of Responsibility</p>	<p>General Administration</p> <ul style="list-style-type: none"> • 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 all electronic databases and filing systems (electronic and manual). • Supporting Care Home Management Team with staff processes including payroll and organising staff cover. • Supporting Care Home Management with general day to day processes for example diary management, maintenance requests, monitoring contractors on site and purchasing. • 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. <p>Residents</p> <ul style="list-style-type: none"> • Working with the management team, assist in purchasing birthday and Christmas 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. • Organising external services for residents including Doctors, Podiatrist and newspapers. • 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 and contact interested parties on the waiting list in the event of availability of apartments/beds within Copelands.

The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.