

The West of England Friends Housing Society Ltd

Avenue House

JOB DESCRIPTION

Job Title: **Administrative Assistant**

Reports to: **Home Manager**

Line Management of: **No other staff**

Responsible for: **No other staff**

PURPOSE OF POSITION

1. To provide efficient administrative and secretarial support to the home.
2. To form and maintain, open and constructive relationships with all parties involved in the life of the home; including staff (local, Regional and Head Office), volunteers, statutory service professionals and others.

PRINCIPAL RESPONSIBILITIES

1. Provide an administrative service to the home which includes word processing, taking minutes of meetings and establishing an effective filing system.
2. Maintain accurate records, produce basic reports, accurately completed forms, invoices, and monthly financial returns as delegated by the Home Manager.
3. Checking and processing time sheets of staff and liaising with Payroll.
4. Administering annual leave entitlements for all staff.
5. Responsibility for banking transactions, petty cash and cashing resident's cheques. Accurately maintain record of resident's monies held in the home's safe.

6. Answer the telephone and greet callers to the Home in accordance with the agreed telephone answering policy. Meet and greet visitors to the Home and establish identity in accordance with the Home's security systems.
7. Respond to requests for information about resident vacancies and assist in administrative procedures relating to admissions of permanent and short-stay residents.
8. Organise meetings, produce circulars, notices, agendas and minutes when required. Plan events and generally assist the Home Manager and others when required, in managing diaries.
9. Reproduce, staple, collate and maintain adequate stocks of forms, booklets and other documents held at the home. Liaise with Regional and Head Offices to obtain other forms, booklets or documents when required.
10. After receiving appropriate authorisation where necessary, the cost-effective ordering and purchasing of goods and services.
11. Maintain and keep up-to-date filing and other administrative systems including updating the organisation's Policy Manuals. Bring Health & Safety Updates and Safety Notices to the immediate attention of the Home Manager or Senior on duty. Responsibilities include suggestions for development of more efficient and responsive systems.
12. Make effective use of all information technology in the home including word-processors, databases, faxes, e-mail and others.
13. For locally managed recruitment vacancies, send out recruitment literature to applicants, processing all correspondence in accordance with the Recruitment & Selection Manual. Promote a positive image of the organisation and pay close attention to equal opportunities in the recruitment process.
14. Produce and issue contracts of terms and conditions, as delegated by the Home Manager and in accordance with advice from R HRM.
15. Attend training and development sessions as appropriate including compulsory Health & Safety Training as designated for the role. This may involve travelling to other locations.

16. Attend and participate in staff meetings.
17. Attend and participate in regular formal supervision and appraisal meetings.
18. Be aware of and adhere to the organisation's Health and Safety Policy and the requirements of the Food Safety Manual.
19. Be aware of and adhere to the organisation's policies as contained in the Employment Policies and procedures manual.
20. There may be a requirement to travel to Regional, Head Office or other locations for the purpose of meetings or training relevant to this job.
21. This is not a complete description of the duties and responsibilities of the post of Admin Assistant, and the post holder is expected to carry out other reasonable duties as required by the Line Manager.
22. It is a condition of employment that this post is subject to a satisfactory Enhanced Disclosure and Barring Service Check.