



JOB DESCRIPTION

Job Title	Administrator
Accountable to	Front of House (FOH) Manager
Location	Belong

KEY OBJECTIVES

- Provide Customer Service Support internally and externally.
- To work with the FOH Manager to agree, deliver and monitor both administration and financial objectives in line with corporate Policies and Procedures.
- Ensure that services provided meet with national and organisational standards and uphold the core values of Belong.

SUPPORTING OBJECTIVES

Service Delivery

- Provide an administration service for the village including support for meetings where necessary.
- Ensure all residents and visitors are welcomed and assisted professionally and efficiently.
- Ensure accurate and timely update of Financial and Human Resource systems.
- Manage the point of sale operation for the Bistro.
- Monitor and manage controllable expenses.
- Maintain and monitor Security/Access passes/controls.
- Ensure communication systems (IT, Telephone, Mail) are operated to Belong policies & procedures.
- Anticipate customer needs wherever possible and react to these to enhance customer satisfaction.
- Maintain and advise availability for communal facilities.
- Actively encourage customer feedback to evaluate and make recommendations to service provision.
- Maintain all financial systems within the village.
- Support the FOH Manager with complaints investigation, faults and repairs and keep residents, customers & staff informed of progress where appropriate.
- Monitor and manage controllable expenses.
- Produce regular financial reports as required.
- Provide administration support for meetings where necessary such as minutes etc

Team participation

- Contribute positively to the effectiveness and efficiency of the team.
- Ensure that the village is a safe place to live, work and visit following health & safety procedures.
- Develop good working relationships with staff in the village and outside agencies.
- Carry out any other reasonable task as directed by the line manager.

Learning & Development

- Undertake learning and development opportunities that have a legal or organisational requirement.
- Act as a mentor for any new staff as requested by the FOH Manager.
- Keep up to date with best practice as part of an ongoing personal development plan.

PERSON SPECIFICATION**JOB TITLE** Administrator

FACTORS	ESSENTIAL	DESIRABLE
Skills & Abilities	<ul style="list-style-type: none">• The ability to communicate at all levels, both internal and external, in a professional and efficient manner.• Proficient use of. E-Mail, Internet and Microsoft Office applications.• Book keeping skills.	<ul style="list-style-type: none">• Experience with databases and spreadsheets.
Previous experience	<ul style="list-style-type: none">• 1 year's administrative experience.	<ul style="list-style-type: none">• Working with older people (although not necessarily in a care and support setting).
Qualifications/ knowledge	<ul style="list-style-type: none">• NVQ 2 in business administration or equivalent or committed to achieving within 12 months of securing post.	<ul style="list-style-type: none">• NVQ 3 in business administration or equivalent.
Personal Qualities	<ul style="list-style-type: none">• A collaborative, participative team working style.• Ability to complete work tasks to deadlines and to a specified standard.	
Special Requirements		