

ROLE PROFILE

BUSINESS ADMINISTRATOR

ROLE PURPOSE

- ❖ Purest Support Limited is committed to offering a high standard of care and support services that is responsive to individuals needs and can adapt quickly, each individuals service is unique and should be bespoke to them, our Business Administrator is central to ensuring this.
- ❖ The purpose of this role is to provide high quality organisation and administrative support to the registered manager, Manager, service co-ordinator and managing directors, to promote and support the values of Purest Support.
- ❖ To provide an initial and ongoing point of contact for customers, family carers, staff and agencies, enquiries and referrals
- ❖ To ensure the smooth running of the office to include covering diary management and the making of appointments, covering of shifts in the absence of management.
- ❖ To successfully manage a wide range of telephone and email enquiries and to take a leading role in managing Purest Support's Central email address - working on own initiative to take action as appropriate.
- ❖ To take a leading HR role, ensuring all appropriate pre employment checks, and files are in place to the highest standards whilst meeting CQC and Government guidelines. to play a leading role when recruiting and inducting new employees. also supporting with ongoing employee relations, support, wellbeing and conduct and capability issues.
- ❖ To set up and maintain filing systems and to ensure staff files are kept up to date.
- ❖ To log employee hours and entitlements, to ensure the smooth running of payroll and financial systems.
- ❖ Any ad-hoc administrative duties as required working flexibly to meet the needs of the business.

SERVICE DELIVERY

Accountabilities

- ❖ To work in partnership with management, directors and service co-ordinator to ensure all those accessing the service receive a professional and co-ordinated response and service.
- ❖ To ensure compliance with Government Guidelines, CQC requirements and Purest Support limited's policies and procedures and to ensure these are always kept up to date.
- ❖ To ensure there is an underpinning knowledge of purest support customers base and their needs.
- ❖ Ensure that documents relating to business continuity are maintained
- ❖ Manage own workload using good time management skills and understanding of priorities.
- ❖ To operate an open door policy and be available for staff queries on both professional and personal basis to promote wellbeing and assist in job satisfaction.

Measures of Success

- ❖ Individual Reviews
- ❖ Feedback from team
- ❖ Feedback from customers
- ❖ Achievement of goals
- ❖ Continued learning

Knowledge

- ❖ A sound knowledge of the ethos of Purest Support.
- ❖ Awareness of all current legislation, policies and procedures.

COMMUNICATING EFFECTIVELY

Accountabilities

- ❖ To ensure effective communication with all our customers and their families always making yourself approachable and supportive, showing empathy and understanding where needed in a professional manner at all times promoting effective working relationships with both customers and external bodies, staff and management.
- ❖ Excellent written and verbal communication skills
- ❖ Develop and maintain effective communication systems within the team and attend regular team meetings having ensuring participation and input
- ❖ Ensure management and all staff are kept up to date with any changes.

Measures of Success

- ❖ Verbal feedback from customers
- ❖ Positive feedback on customer surveys
- ❖ Positive feedback from staff surveys
- ❖ A culture of positive communication

Knowledge

- ❖ Confidentiality
- ❖ Communication Standards
- ❖ Demonstration of understanding GDPR

PARTNERSHIP WORKING

Accountabilities

- ❖ You will be required to work/communicate with varying external bodies to ensure the best possible outcome for our customers
- ❖ It is of vital importance that you are always open and transparent when communicating/working with any external bodies, promoting Purest Support in a positive manner.
- ❖ To work in collaboration with directors, managers, care co-ordinators and the support team
- ❖ To lead by example and encourage others to be transparent
- ❖ To show commitment to high standards and encourage others to do likewise
- ❖ To share the vision of Purest Support with others.

Measures of Success

- ❖ Evidence of partnership working
- ❖ External professional feedback and engagement

Knowledge

- ❖ Confidentiality
- ❖ Communication Standards

HEALTH AND SAFETY

Accountabilities

- ❖ Ensure health and safety requirements are met within the service and comply with health and safety legislation.
- ❖ Promote good health and safety practices across the company ensuring that yourself and others are fully up to date with all necessary training.
- ❖ To ensure first time visitors to the office are aware of the fire safety protocol and emergency evacuation / fire exits
- ❖ To be responsible for own health and safety and for the health and safety of all visitors to the office, this will include staff and external bodies

Measures of Success

- ❖ Reduction in Incident reports / injuries / accidents
- ❖ Wellbeing of all who come into contact with Purest Support

Knowledge

- ❖ Sound knowledge and understanding of all policies relating to Health and Safety.