

Job Description

Admin Support Officer

We are looking to recruit friendly, organised and compassionate Admin Support Officer to join our team at Stichell House, a residential care home for older people.

This is a varied and rewarding role, providing essential administration and reception support to ensure the smooth running of the home. You will act as a key point of contact for residents, families, staff, and visitors, helping to create a welcoming and supportive environment.

Location:	Based at Stichell House, Greatham, Hartlepool
Hours:	24 hours per week on a rota basis (Monday – Sunday). A copy of the rota is included below.
Responsible to:	Registered Manager/Duty Manager
Job Purpose:	To carry out daily administration and reception duties within the registered care home, supporting managers with a wide range of administrative and organisational tasks while maintaining a friendly, welcoming, and efficient environment.
Salary:	£12.98 per hour

Main Duties and Responsibilities

- Monitor and maintain the electronic staff rota daily, checking shifts and entering accurate data
- Support the Manager and Admin Officer with monthly and electronic timesheets
- Assisting the Finance Team with monthly payroll by ensuring accurate information is provided
- Undertake reception duties, including welcoming visitors and offering refreshments
- Maintain a friendly, approachable, and professional manner at all times
- Electronic and manual filing, archiving and document management in line with GDPR and charity policies
- Preparation of internal meetings, agendas and accurate typing and distribution of minutes
- Arranging supervisions and appraisals within managers' diaries
- Updating electronic and manual records, including GP lists, staff information, resident and family information
- Preparing correspondence, letters, copying, scanning and filing as required
- Supporting staff training administration

- Monitoring office equipment, ordering stationery and liaising with service engineers when required
- Providing administrative support to the Activities Co-ordinator
- Supporting Duty Managers with diary tasks such as ordering medication, organising hospital transport and making referrals to external agencies as directed
- Maintaining notice boards and internal information displays
- Sorting and distributing residents' mail

Other

- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development
- To implement The Greatham Foundation policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Rota

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Week one	08:00-16.30	RD	RD	RD	08:00-14:00	08:00-14:00	08:00-14:00
Week two	08:00-16.30	RD	RD	08:00-16.30	08:00-14:00	RD	RD
Week three	08:00-16.30	RD	RD	RD	08:00-14:00	8-2	08:00-14:00
Week four	08:00-16.30	RD	RD	08:00-16.30	08:00-14:00	RD	RD

Admin Support Officer

Factor	Essential	Desirable
Qualifications	<p>GCSEs (or equivalent) in English and Maths</p> <p>Evidence of IT literacy, including competency in Microsoft Word and Excel</p>	<p>Administration or office management qualification</p> <p>Experience in a care or healthcare setting</p>
Experience	<p>Experience in an administrative or clerical role, including reception duties</p> <p>Experience using electronic rota, timesheet or payroll systems</p> <p>Experience of managing and maintaining electronic and manual filing systems</p> <p>Experience of liaising with staff, residents, families, and external agencies</p> <p>Experience of building positive working relationships with residents and their families, staff and other health and social care professionals</p>	<p>An understanding of The Greatham Foundation's mission, vision and values and service portfolio</p>
Knowledge/ Skills/Abilities	<p>Excellent IT skills, including Word, Excel, and email, and ability to learn new software quickly</p> <p>Strong organisational skills with the ability to prioritise tasks and work to deadlines</p> <p>Accurate data entry and attention to detail</p> <p>Excellent verbal and written communication skills</p> <p>Friendly, approachable, and professional manner, with confident telephone skills</p> <p>Ability to maintain confidentiality and handle sensitive information appropriately</p> <p>Ability to work calmly and efficiently under pressure</p> <p>Flexible and proactive approach to problem-solving</p>	<p>Ability to support staff and managers with training and diary management</p> <p>Experience preparing agendas, minutes, and internal correspondence</p>

<p>Other (eg attitude, interests etc.)</p>	<p>Enhanced Disclosure from the Disclosure and Barring Service</p> <p>Compassionate and empathetic with an affinity for working with older people</p> <p>Reliable, punctual, and responsible</p> <p>Positive attitude and a willingness to learn</p> <p>Commitment to personal development and continuous improvement</p> <p>Clean and smart appearance</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Ability to keep calm under pressure</p> <p>Professionalism and integrity</p>	
---	--	--