

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

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

Other (eg attitude, interests etc.)	<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>	
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