

## Senior Administrator

Identifying Facts

<b>Current Job Title:</b>	Senior Administrator
<b>Service Sector:</b>	-
<b>Organisational Relationships:</b>	Reports to Service Manager
<b>Line Manages:</b>	All Ancillary staff & volunteers
<b>Qualification Requirement:</b>	-

### Job Purpose

To ensure that the facilities and administration needs of the (Facilities/Service) Managers and the Service are met.

### Major Tasks

1. Finance
2. Policies and Procedures
3. Management Support
4. Staff Management
5. Facilities Management
6. Transport
7. Service administration

### Main Activities

1. Finance
  - 1.1. Monthly management accounts. Monitor the service's financial accounts (e.g.: by checking the amounts and coding are the same as the information on the purchase orders) and feedback any discrepancies to Finance Department.
  - 1.2. Capital Bid Funding. Identifying resources needed at the service and, in discussion with Service/Facilities Manager, planning a budget. Once a budget has been set up, send to Finance Department.
  - 1.3. Managing Service Confirmation and Billing Details (SCBD) for respite and residential customers by:
    - Checking that all new permanent and respite customers have completed all necessary financial paperwork (SOPs) and liaising with Funding authorities to ensure customer billing information is completed on time.
    - Liaise with families, social workers and care managers to ensure direct debit mandates are set up and that funding is agreed.
  - 1.4. Quarterly sundry billing (e.g.: external agencies using the facilities of the centre). Complete electronic form (name, date, costs) and send to Finance Department. Check report from Finance and issue to Service/Facilities Manager.
  - 1.5. Additional Payments. Examine report from Salaries' Department in order to determine its accuracy and detect inconsistencies. Send back to Salaries' Department detailing required changes and submit to Service Manager.
  - 1.6. Processing and monitoring all banking transactions (e.g.: processing customer payments, sundry income, etc) and managing the Service's Imprest (e.g.: named signatory on service accounts, cashing cheques, handling petty cash).

- 1.7. Maintaining accurate record of the service contracts (e.g.: health and safety, customer equipment, portable appliance testing etc).
  - 1.8. Processing purchase orders. Receiving and processing purchase order requests (e.g.: stationary material, equipment) from management.
2. Policies and procedures
    - 2.1. Implementing and reviewing Local Operating Procedures (LOPs) under remit (e.g.: cleaning policies and procedures, electricity failure).
    - 2.2. Checking that all new and/or amended policies and procedures are read, signed and understood by staff (e.g.: checking signature sheet).
    - 2.3. Organising, completing and authorising COSHH, transport and fire risk assessments as per H&S guidelines, keep records and ensure data sheets are available for all products/chemicals used during cleaning process.
    - 2.4. Collating Health and Safety Workbooks for staff and monitor that checks are being conducted (e.g.: Fire Alarm).
3. Management support
    - 3.1. Supporting the administration needs of the Service/Facilities Manager and other senior staff as required. This activity may entail helping to complete Care Inspectorate Reports, monitoring SSSC, SVQ and working time requirements, monitoring equipment maintenance, booking and tracking training, booking respite and agency cover, scheduling meetings and reviews and writing letters.
    - 3.2. Supporting the Service/Facilities Manager on Budget preparation by:
      - Identifying any resources needed at the service (e.g.: staff, equipment) and provide the business case to Service Manager.
      - Prepare a report specifying the expenditure for the previous year. ● Look at the management accounts sheet in order to identify whether these resources can be funded from existing financial provision.
      - Sourcing out best value for money quotes and choosing suppliers.
    - 3.3. Annual release and collation of customer updates such as census (e.g.: Annual Government) by inputting data in prepopulated spreadsheets online.
    - 3.4. Preparation for various audits, Transport, H&S and Finance (e.g.: checking that all risk assessments have been completed, collation of evidence, etc.).
    - 3.5. Planning, running and coordinating resources for different events and/or fund-raising activities (e.g.: annual fundraising events, family participation and engagement meetings. This may involve coordination of around 60-70 people in attendance.
4. Staff Management
    - 4.1. Direct line managing all ancillary staff. This activity entails:
      - Instructing newcomers in relation to their tasks and duties.
      - Taking appropriate steps to ensure their activities are adequate to their abilities and skills (e.g.: training and development, QPR/APRs).

- Managing staff absence and monitoring holidays (e.g.: arranging covers, producing absence records, etc.).  
Dealing and responding to different queries and taking appropriate steps if required (e.g.: contacting payroll department for payroll issues).
  - Overseeing their activities and providing support in their roles
  - Ensuring the acquisition of the necessary resources and equipment needed by all staff at the Service (e.g.: ordering food products, stationary material, cleaning supplies, etc.).
- 4.2. Organising and actively participating in the recruitment and selection process by assessing the Service's human resources' requirements, providing the business case to the Service/Facilities Manager and discussing the candidate's suitability.
- 4.3. Liaising with Recruitment agencies in order to find suitable covers for ancillary staff in case of sickness, holidays, etc.
5. Facilities Management
- 5.1. Overseeing the activities of ancillary staff in order to ensure that the systems of the building are maintained.
- 5.2. Assisting with minor and/or large scale project work (e.g.: service refurbishment and major building and facilities maintenance, painting a room, plumbing repairs) and/or equipment repairs (e.g.: washing machine) with external and/or site staff by:
- Seeking quotes (e.g.: consulting existing Capability Scotland Services).
  - Identifying suitable selection criteria and choosing providers.
  - Checking that external contractors have public liability insurance cover. And all H&S work permits etc.
  - Authorising work for minor repairs in conjunction with Facilities Manager.
- 5.3. Maintaining an accurate record of the Service contracts and compliance (e.g.: Fire System Hoist and Profiling Beds, Clinical Waste, etc.).
6. Providing first line response to all ICT issues raised by staff and, if required, liaise with Head Office IT or TMS in order to solve software/ applications problems.
7. Transport Management
- 7.1. Recording and management of business usage. Ensure vehicles are kept in a safe and reliable condition and inspections are adhered to.
- 7.2. Checking that repairs/ servicing/ daily safety checks and MOT's of all vehicles has been conducted (e.g.: by contacting the garage and booking vehicles in) in order to ensure vehicles are kept safe and reliable condition. Inducting new drivers in all transport requirements (e.g.: driving, clamping, etc).
8. Service Administration
- 8.1. Managing the respite diary by liaising with families, social work, confirming respite bookings and processing all billing, ensuring all relevant customer's booking information is conveyed to Team Leaders, etc.

- 8.2. Process and file Accident and Incident reports.
- 8.3. Managing, updating and maintaining Service database (MIS) (e.g.: input staff schedules, customers' contracts/activity records, etc).
- 8.4. Ensuring stakeholder's input is taken into account by scanning and sending Have Your Say, Customer Feedback Forms and Complaints to Head Office.

This role may also include:

- 9. Maintenance of miscellaneous office equipment (e.g.: shredder, laminator, photocopier, etc.).
- 10. Responding to customer and family needs in partnership with care and support staff (e.g.: meal time assistance support).

Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

Agreement

Job holder:

Name:

Date:

Management Representative: \_\_\_\_\_

Name (Line Manager): Date: \_\_\_\_\_

Trade Union Representative:

Name:

Date: