ROLE PROFILE

Role Title:	Administrator
Department:	Retirement Living & Care Services
Role Purpose:	To be responsible for managing the general administration tasks of a Retirement Living & Care Services Scheme.
Reporting to:	Scheme Manager
Responsible for:	Administration of Retirement Living & Care Services Scheme
Disclosure level:	Enhanced DBS
Role Level:	Frontline Worker

Key Role Responsibilities	- To ensure that all aspects of the project administration tasks are completed, within set deadlines. - To support the manager with the recruitment of staff. - To manage office systems, databases, and filing systems: - To set up and maintain customer database - To support with the set- up of customers and staff files. - To manage and maintain contractual information with Wolverhampton City Council To support customers with: - Relevant information and support in relation to moving into the scheme - Sign posting customers to the relevant agencies - Providing customers with support with setting up rent payment options. - To network with other agencies to benefit the scheme and our customers - Promoting services within the scheme - Supporting customers to run monthly resident's meetings - To be able to use the invoicing system and maintain all records for scheme expenditure. To complete weekly invoicing and liaise with the finance department to deal with any anomies. - To monitor stationary and cleaning stocks and re-order when stocks are low, but ensuring this is within the allocated budgets. - To support the manager with the income and expenditure of the scheme. - To contribute towards the monthly report, providing up to date reports to the project manager/operational manager. - To complete photocopying and document collation as requested by the management team - To be able to promote the services within the scheme and the local community.

	• To attend meetings as requested by the management team and take minutes, then reproduce in typed format and ensure that these are distributed as necessary. • To manage the schemes archiving and retrieval systems • To liaise with other departments within Midland Heart to ensure that any scheme issues are resolved. • To be responsible for weekly returns, rent payments and petty cash returns, in line with Midland Hearts Financial Policy and Procedures. • To report internal and external maintenance requirements as determined by Midland Heart Procedures. • To complete accident and incident forms as required • Support the scheme with Quality Assurance Systems • To complete any further administration tasks as required and commensurate within the job role and responsibilities. • To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

Education, Qualifications and Training	• Must be computer literate and have some experience of working with IT systems such as word and excel.
Knowledge and Experience	**Experience** • Have experience within an administrator's role. • Have an understanding of older people's needs. • Basic knowledge of property transactions would be an advantage • To be able to prioritise work load **Skills** • Can demonstrate good levels of communication, both written and verbal. • To work within a team and be able to use own initiative. • Good telephone manner and literacy skills. • Have the ability to prioritise workload. • Be able to follow instructions and guidelines. • To attend meetings as requested by the management team. • To take minutes, reproduce in typed form and ensure that these are distributed as necessary. **General** • Knowledge/awareness on sales of properties
Role Specific Skills & Behaviours	Understanding of our commitment to the principles of equality and diversity.
	Staff need to have understanding of the impact of their performance and actions of the team.
	Be able to learn from others within the team, and pass on skills and knowledge to others.
	Have an innovative approach to the workload, i.e. looking for alternative ways to get things done.

| | Learn from others in the team. |