

Job Title: Administration Officer

Responsible to: Home Manager

1/ You will be responsible for: supporting the home manager in every aspect of the administration of the home as well as engaging and socialising with our residents.

2/In particular, your duties will include:

- Distribution of incoming and outgoing mail
- Receive/transfer telephone calls in a professional manner
- Maintain filing systems
- Respond appropriately to written and verbal correspondence
- Greet and direct visitors in line with protocol
- Monitor/order stationary and other items as directed

3/ In order to achieve these outcomes, you must:

- Ensure accuracy at all times with close attention to detail
- Be highly organised with the ability to prioritise work while ensuring that deadlines are met
- Have excellent IT skills and be familiar with Outlook, Excel and Word
- Have excellent communication skills both written and verbal
- Excellent customer service skills
- Be compassionate and caring and willing to undertake all tasks as requested

4/ Every employee of St Cuthbert's Care must, at all times:

- At all times, treat people with dignity and respect and follow instruction and the charity's policies and procedures
- Maintain confidentiality and observe data protection requirements in accordance with legislation and charity policy
- Work flexibly to meet the needs of the service
- Be professional at all times
- Attend staff meetings and training as and when required
- Respect and work within St Cuthbert's Care's Christian ethos

This job description is not exhaustive and some variations may be necessary.