

Hamelin Trust

Residential Administrator

We're currently offering a unique opportunity for an Administrator to join our team, based predominately at our Residential services in Rochford and Wickford, with some travel to our Billericay site.

Hamelin Trust is committed to re-imagining social care and finding better ways of helping to achieve their life goals.

As the Administrator, you'll play a pivotal role in providing administrative assistance to the Residential Services Manager and teams. Your responsibilities will involve generating monthly invoices, managing petty cash transactions, overseeing the booking system and databases, and preparing reports, care plans, and correspondence.

To thrive in this role, you should possess prior experience in office administration, coupled with exceptional written and verbal communication skills, and proficiency in IT. We value flexibility, adaptability, and a friendly demeanour, alongside a commitment to our values.

The position operates during core hours from 8:30 am to 4:30 pm, Monday to Friday.

Join us in making a difference and shaping the future of social care!

Hamelin Trust has a duty to safeguard and promote the wellbeing of its service users and is committed to doing so. Hamelin Trust expects all staff and volunteers to share this commitment. All appointments are subject to satisfactory enhanced DBS disclosure & other safeguarding clearance.

Please see full job description below:

Hamelin Trust

Job Title:	Administrator - Residential
Accountable to:	Service Manager
Location:	Rochford <i>(with expected weekly travel to Wickford and Billericay)</i>
Hours:	37.5 hours per week
Salary:	£22,308 per annum
Direct reports:	None

Job Summary

To provide administrative support to the Residential Services, supporting the Management team of those services.

Main duties and responsibilities:

1. Bookings management

- End to end booking administration
- Invoicing
- Coordination of transportation relating to booking
- Updating and maintaining database and booking system

2. Staffing

- Sickness administration
- Annual leave administration
- Coordinating of staff meetings and producing minutes
- Coordinating and supporting with staff inductions
- Supporting the service management with rotas and data inputting
- Completing and tracking annual staff drivers license checks
- Liaising with People team as and when required

3. Training

- Coordinating staff mandatory training with external provider
- Administration of mandatory training course attendance via our Learning Management System

4. Systems

- Supporting with the roll out of the new systems including QCS and Log My Care (care management).
- Undertake data entry, and ensuring accurate and compliant records are maintained on the systems.
- Run reports and present data as directed.

5. Hydropool Administration

- End to end booking administration for the Hydropool.
- Taking bookings and payment.
- Invoicing

6. Central Administration

- Management of the Company fleet, including co-ordinating MOTs, services, tax, insurance, fuel cards, repair and recovery. Trouble shooting issues. Ensuring daily, weekly and monthly vehicle are maintained and any issues escalate as required.
- Log and monitor service contracts, e.g. hoists.
- Database management, including DOLs, A+I, MCA, safeguarding and consent.
- Petty cash administration.
- H&S checks, monitoring and administration as required.
- Support Director of Care with monthly update and communications.
- Supplies management, including finding cost efficiencies.

All staff are expected to work in co-operation with:

- Hamelin Trusts Executives and senior management, staff, volunteers, consultants and students.
- Staff from other agencies eg social workers, training providers such as Hamelin Trusts training team NPTC or City and Guilds, employment advisors, health care professionals etc.
- Members of all professionals sharing responsibility for the wellbeing of service users.

Other Duties:

The post holder will be working in a dynamic, developing and changing environment thus will be expected to undertake other appropriate duties as required for the effective operation of the Hamelin Trust.

There may be a need for occasional working out of hours, e.g., evenings and weekends.

The post holder must be able and willing to get to and work across each of the service/project locations.

The post holder will be required to apply for a Disclosure and Barring Service check

Mandatory Criteria

1. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

2. Health and Safety

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with Hamelin Trust's policy on health and safety at work.

3. Mandatory Training

The post holder will attend all mandatory training relevant to their role.

4. Our values

- We Care
- Be Curious
- Show Leadership
- Embrace Change
- Seek Collaboration
- Have Fun

Person Specification

Qualifications

- Grades A to C in GCSE Maths and English (E)
- Business, IT or office administration diploma or equivalent (D)

Experience

- Proven experience as an administrator (E)
- Experience with Microsoft office database administration(E)
- Experience working in the social care sector (D)

Knowledge and Skills

- Outstanding written and verbal communication skills (E)
- Excellent organisational skills and the ability to manage a variety of tasks (E)
- Flexible, adaptable and able to work in a busy environment(E)

Key = E, Essential D, Desirable

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Signed & Agreed: NAME

Signature:

Date: