

Job Description

Job Title:

Administrator

Your name:

Your place of work:

Pilgrims' Friend Society is a Registered Charity which has been providing Christian care and support for over 200 years. Our Christian ethos remains central to everything we plan and do, and all our senior staff are committed Christians.

It is a fundamental principle of Pilgrims' Friend Society that your workplace should be an expression of committed Christian care. It is expected that all staff will commit to avoiding doing anything whilst at work that would undermine this expression and ethos.

We have a distinctive approach to living with people in our homes and schemes. We refer to the people who live with us as "family members" and our approach to care known as "The Way we Care"(TWWC) is highly person centred and values each person as precious and made in God's image.

We are seeking dedicated individuals who are passionate about providing holistic care and support to our family members at Pilgrims' Friend Society. As an integral part of our team, you will play a crucial role in ensuring the well-being and happiness of our family members. To uphold our mission and values, we expect all staff to embody TWWC in their daily responsibilities. We want to engage with the communities and churches around our homes to their benefit as we share our resources and to our benefit as we recruit volunteers who add so much to the quality of what we do. Below are the key expectations for this role:

1. The main purposes of your job are:
 - To assist the Manager in all aspects of the day to day running of the service
 - To take responsibility for all the administrative work of the service
2. Where you fit into the team:

You are responsible to the Manager.

You have no direct staff responsibilities.
3. Your main job duties are:

Providing administrative services to the Manager and Senior Team within the service, especially in the following areas:

Staff

 1. Helping to construct the duty roster to ensure the service meets the requirements of any staffing notice and provides required cover in all areas
 2. Reporting staff hours and other information to Head Office and/or the payroll bureau for payment of wages
 3. Administering recruitment, selection and appointment procedure
 4. Keeping all staff records up-to-date, including Holiday and Sickness records and contracts of employment. Reporting all changes to Head Office
 5. Organising training courses

Service users

 6. Administering applications procedure
 7. Administering admissions procedure
 8. Keeping all service user records up to date. Reporting all changes to Head Office
 9. Assisting service users with appointments and transport for outside services
 10. Assisting with organisation of social and recreational arrangements
 11. Administering provision and invoicing of optional services
 12. Administering invoicing of fees, where required, and monitoring payments, housing and other benefits etc in conjunction with the Head Office team
 13. To support spiritual oversight of the home by leading and participating in prayers, when necessary, in support of the Home Manager
 14. Responsibility for administering personal allowances and other cash, valuables and personal effects as required but within Society policy on these matters

General

 15. Answering telephone and dealing with all general enquiries
 16. Welcoming visitors, both of service users and others and dealing with any general enquiries that may arise
 17. Arranging appointments etc for the manager
 18. Obtaining estimates and quotations from suppliers and contractors, in liaison with the Maintenance Officer and/or Property Services where necessary

19. Ordering of supplies and handling deliveries if necessary
20. Administering receipt, authorisation and processing of supplier invoices
21. Ensuring continuity of maintenance contracts, in liaison with the Maintenance Officer and/or Property Services
22. Maintaining and administering petty cash and keeping accurate records of transactions. Ensuring security of petty cash
23. General office duties, such as typing, filing etc, to service the administration needs of the management team and the service in general
24. Assist in providing a supportive environment that respects and celebrates the Christian beliefs and practices of our family members
25. All staff are expected to further their knowledge and development through attendance on courses thought to be appropriate by their manager or at training sessions provided or facilitated by Pilgrims' Friend Society
26. In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities