

Job Description

Title: Senior Administrator
Directorate: Veterinary Services
Responsible to: Hospital Services Manager
Grade: 4.2

Main purpose of the job

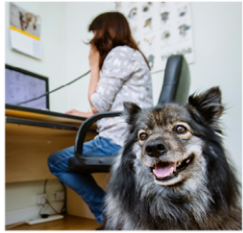
The Senior Administrator is responsible for leading a small team of administrators, based in our London hospitals, to provide efficient comprehensive administration services that support our hospital teams deliver veterinary care to thousands of pets every year.

Key responsibilities

- Manage a team of administration and finance team members working across our three London hospitals.
- Be a point of contact for senior team members ensuring good communications and awareness throughout the hospital(s)
- Responsibility for preparing and managing rotas for the teams.
- Booking and administering locums and agency staff
- Responsibility for financial process, cashing up, reconciliation, debt management, training of colleagues.
- Department and meeting room diary management including booking appointments.
- Welcoming visitors to the hospital and conducting tours.
- Office administration including stock control and ordering of both clinical and non-clinical items.
- Taking and recording of accurate minutes
- Working with colleagues to provide statistical analysis where required.
- Prepare purchase orders as requested and ensure closed out at end of Financial Year
- Ensure Blue Cross financial policies are correctly implemented and followed.
- Maintaining relevant H&S policies and always follow correct procedures.
- To complete the Blue Cross Approved Recruiter training that ensures processes are followed correctly and support recruiting managers in the recruitment of new team members when required.
- Ensure all correct induction paperwork is completed for all new starters (including locums and temporary employees)
- Responsible for the Veterinary Services content on our intranet site.
- Maintain up to date information and price lists on the Practice Management system.
- Coordinate the collation, presentation, uploading and distribution of Standard Operating Procedures (SOPs)

Other duties and responsibilities

- Recruitment of admin volunteers in conjunction with the Volunteer Coordinator
- Provide training and support with the development of new volunteer's roles.
- Manage IT requirements and reserve stock for all colleagues, laptop, phone, desktop requests.
- Maintain notice boards and displays around the hospital(s)
- Proactively research, suggest and implement time-efficient, cost-effective and streamlined processes.
- In the absence of the Estates & Facilities Business Partner, ensure basic facilities continue to be managed and oversee contractors and other visitors working on site.



Job Description

The person

The person will be able to demonstrate highly developed listening, communication and interpersonal skills necessary to handle emotional and complex situations in a way which always balances empathy with

professionalism. You should present a professional image to all levels within the organisation and externally, and work in a way which reflects our values and culture. You will be organised and structured in your work and possess the initiative to respond to and action a variety of issues. Additionally, you will be adaptable and possess the ability to prioritise tasks as workload demands and apply discretion and at all times as you will be handling confidential and sensitive data and issues.

There will be a requirement to work at any of the London hospitals and occasional travel to other sites in the process of carrying out your duties.

Essential qualifications, skills, and experience

- Extensive administration experience
- Previous experience of managing a team
- Experience of financial management including cashing up and reconciliation
- Experience of providing a high level of customer service
- The ability to effectively communicate with different audiences of varying seniority and in challenging situations.
- Excellent level of IT literacy and using Microsoft 365 products (i.e., Word, Excel, PowerPoint, SharePoint.)
- Ability to demonstrate, understanding and apply our Blue Cross values.

Desirable qualifications, skills, and experience

- Previous experience of managing teams across multiple sites
- Experience of managing complex rotas and logistics
- Experience of stock control and ordering
- Knowledge of medical/veterinary administration
- Knowledge of the charity and voluntary sector

The duties outlined in this job description are not intended to be exhaustive and may be subject to periodic review and amendment to meet the needs of Blue Cross.

Our values

Our values define the way we do things. We use them every day to guide us, and to make sure we put people and pets at the heart of everything we do.

Compassionate: We listen, we are non-judgmental, we are kind and caring to the pets and people we encounter, and we offer support in difficult times

Courageous: We make brave decisions, embrace change, and encourage innovation, ensuring we always act with integrity – doing the right thing even when no one is looking

Inclusive: We value all our relationships and work in an open and positive culture where we celebrate our diverse talents and empower you to be you