



<b>Job title</b>	<b>Group Administrative Officer</b>
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<b>Location</b>	Holywell Care Group - Morecambe
<b>Reporting to</b> of Holywell	Executive Assistant to the Directors and the Registered Manager Care Services
<b>Responsibility for</b>	Administrative and Office Management Duties
<b>Accountable for</b> requirements	Compliance of Holywell Care Groups' documentation with the of the CQC, commissioners of social care services and Holywell's Directors.

#### **JOB SUMMARY**

The Group Administrative Officer's clerical and other duties will cover a wide range of tasks to support the business. In this role, through your flexible teamwork and your excellent communication skills you will achieve the objectives established in agreement with the Executive Assistant and the Registered Manager.

#### ***Office management***

- Provide a reception service, route enquiries, receive visitors and manage visits
- Register incoming mail, scan all incoming documents and file them electronically in the appropriate sections of the Group's online filing system
- Forward incoming emails to the appropriate desk.

#### ***Health and safety***

- Adhere to the Holywell Care Group's policies and procedures
- Promote a Safe Work Environment for all staff of the Holywell Care Group
- Evaluate health and safety (H&S) risks and implement precautions and controls
- Gather information on H&S incidents and guide staff to ensure compliance with policy
- Maintain H&S records, communicate with HCG H&S help lines
- Work closely with managers to review and improve H&S procedures and programmes.

#### ***Equipment and consumables***

- Work alongside the company's IT technical staff
- Use and ensure office equipment (e.g., computers, printer, photocopier, scanner, CCTV) is maintained, and maintain and replenish stocks of consumables, as required
- Complete regular quarterly stocktaking and initiate re-ordering of supplies in compliance with company procedures
- Monitor maintenance programmes of the property portfolio, company vehicle and equipment.

### ***Data security and protection***

- Maintain the office's employment records in line with ICO and DPA 2018 standards
- Ensure all recruitment documentation complies with the company's safer recruitment policy
- Assist the operational team to maintain up to date client files
- Type documents, including correspondence and administrative records.
- Liaise with the Accounts department and maintain records of insurance policies
- Improve document management and electronic archiving
- Ensure the company's clear desk policy is implemented.

### ***Human Resources for Holywell Care Group***

- Collaborate with the HR Admin Officer to maintain up to date personnel records
- Maintain accurate records of all sponsored staff as required by the Home Office
- Promote Holywell's values and the Group's culture
- Perform other tasks as required by the EA and registered manager to achieve company objectives.

### **PERSON SPECIFICATIONS**

As Group Administrative Officer you will find this challenging role rewarding as you apply your excellent role flexibility, teamwork and communication skills to organise and maintain administrative systems to support the company's operations. You will:

- Have excellent communication skills including effective frontline skills
- Be fluent in written and spoken English, with numeracy skills, and pay attention to detail
- Be highly organised with excellent time management skills
- Demonstrate confident role flexibility and have a track record of being able to work well as part of a multi-cultural team
- Be computer literate and proficient in the use of Microsoft Office applications and have good keyboard skills and, preferably, a working knowledge of software systems used in domiciliary care
- Use your own initiative to solve problems to achieve company objectives
- Have an understanding of the Holywell Care Group's values and champion them.

### **How to apply:**

If you think that you can make a difference, and be part of a team that cares, then please email your CV to [info@holywell.care](mailto:info@holywell.care)