**Job Profile**

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|  :  | Administrator | Location/Service: | Dragonby Road |
| Department: | Administration  | Reports To: | Deputy / Registered Manager  |
| Responsible For: | N/A | Budgetary Responsibility: |   |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: |   |

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| Does the role require travel to multiple sites? | No |

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| Purpose: |
| As a Site Administrator you will keep our care service running smoothly by owning a wide range of administrative tasks.You will need good attention to detail, tech-savvy with digital platforms, strong organisation, and commitment to confidentiality, safeguarding, health & safety and inclusion. |
| **Key Role Responsibilities/Accountabilities:** |
| * Prepare and submit timesheets, overtime claims and holiday returns for payroll.
* Reconcile petty cash and incidental expenses, ordering additional funds as needed.
* Maintain weekly records and top-ups of client funds.
* Update and audit the SOLDO cashless payments system.
* Keep the drivers’ database current—adding or removing records.
* Escalate instances of speeding in company vehicles to management.
* Coordinate DBS checks: new applications, three-year renewals and annual update-service submissions.
* Organise and maintain paper staff files.
* Track and record staff leave and holiday accruals.
* Manage HR data in Frontier (sickness, suspensions, joiners and leavers).
* Answer incoming calls and relay messages.
* Greet and sign in visitors.
* Take meeting minutes on request.
* Procure stationery, cleaning supplies and other office essentials.
* Compile and submit the daily NHS Capacity Tracker report.
* Produce weekly and month-end reports for senior stakeholders.

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Qualifications & Training*** Evidence of continued professional development.
* Willingness to complete mandatory training and maintain compliance.
* A good standard of education in Maths and English

**Desired Experience*** Proven experience in an administrative role, preferably within a health or social care setting.
* Experience handling confidential and sensitive information.
* Experience maintaining accurate financial and HR records.
* Experience or a willingness to learn the use of digital systems for data entry and reporting.

**Knowledge & Skills*** Strong administrative and organizational skills with attention to detail.
* Proficient in Microsoft Office (Word, Excel, Outlook) and HR/payroll systems (e.g., Frontier, SOLDO).
* Ability to manage petty cash, reconcile accounts, and prepare payroll-related documentation.
* Understanding of safeguarding, data protection, and confidentiality protocols.
* Ability to take accurate minutes and produce clear written records.
* Knowledge of DBS processes and compliance requirements.
* Familiarity with NHS Capacity Tracker or similar reporting tools.

**Personal Attributes*** Reliable, proactive, and able to work independently and as part of a team.
* Excellent communication and interpersonal skills.
* Professional and welcoming manner when dealing with visitors and telephone enquiries.
* Ability to prioritize workload and meet deadlines.
* Commitment to equality, diversity, and inclusion in the workplace.

**Desirable Criteria*** NVQ Level 2 or 3 in Business Administration or equivalent.
* Experience working in a care or support service environment.
* Knowledge of safeguarding procedures and whistleblowing policies.
* Familiarity with driver and vehicle compliance monitoring.

**Legal and Statutory Responsibilities*** **Safeguarding:** Maintain awareness of signs of abuse/neglect and report concerns appropriately.
* **Health & Safety:** Promote and maintain a safe working environment.
* **Training Compliance:** Ensure all mandatory training and professional registrations are up to date.
* **Information Governance:** Handle all personal and sensitive data with confidentiality and integrity.
* **Diversity & Inclusion:** Foster an inclusive workplace and treat all individuals with respect.
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| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesWe put the people we support, families and colleagues at the centre of all we do.We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.We are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal Attributes Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others. Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves. By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers. We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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| **Last Updated By:** |   | **Date:** |   |