

Polesworth Group Homes Ltd

Job Description: Care Home Administrator

LOCATION: Polesworth

HOURS OF WORK: 35 hours per week (Mon-Fri 9am-4pm)

REPORTING TO: Care Home Manager and supervised by the CEO

SALARY: Starting at £15.75 per hour dependant on experience

Job Purpose

To provide efficient administrative and clerical support to ensure the smooth day-to-day operation of two of our care settings, working across two office locations. The Care Home Administrator is responsible for managing records, assisting with finance administration, correspondence, staffing administration, and maintaining compliance with company policies and regulatory requirements.

Key Responsibilities

Administration

- Act as the first point of contact for service users, families, visitors, and external agencies.
- Answer telephone calls, emails, and correspondence promptly and professionally.
- Maintain accurate service user and staff records in line with company standards and data protection regulations.
- Prepare and distribute reports, letters, meeting minutes, and other documentation.
- Organise appointments, meetings, and training sessions.
- Ordering of all stock relating to the office and care environment

Financial Administration

- Check invoices and assist with handing for prompt payment by finance team.
- Assist with budget monitoring and petty cash administration.
- Assist with administration of service user money and invoices for activities.
- Liaise with finance team as required.
- Supporting payroll administration, including the timely processing of weekly staff hours.

Human Resources Support

- Maintain staff personnel files and employment records.
- Support recruitment activities and processing new starter documentation.
- Monitor staff training records and DBS checks.
- Record staff absences, annual leave, and sickness information.
- Assist in overseeing rotas in the managers absence.

Regulatory Compliance

- Ensure records are maintained in accordance with CQC standards and company policies.
- Support audits and inspections by preparing required documentation.
- Maintain confidentiality and comply with UK GDPR regulations.
- Keep policies, procedures, and mandatory records up to date.
- To attend formal supervision as required by line manager.

Customer Service

- Welcome visitors and provide information about the care home/service.
- Handle enquiries and concerns professionally, referring issues to management where appropriate.
- Build positive relationships with service users, family carers, healthcare professionals, and suppliers.

Person Specification

Essential Qualifications

- GCSEs (or equivalent) in English and Mathematics.
- Administration or business qualification (desirable).

Essential Skills and Experience

- Minimum of two years previous administrative experience, preferably within healthcare, social care, or a care home environment.
- Excellent organisational and time management skills.
- Strong communication and interpersonal abilities.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook). The use of specific digital care management systems such as Care Control would be an advantage.
- Confident in embracing new technology and the opportunities it offers to improve administrative systems and ways of working.
- Quick to learn new systems, processes and procedures.
- Ability to handle confidential information with discretion.
- High level of accuracy and attention to detail.

Personal Attributes

- Professional and approachable manner.
- Compassionate and respectful towards vulnerable adults.
- Ability to work independently and as part of a team.
- Enjoys working with a variety of different people across both office locations and wider care settings.
- Flexible, reliable, and proactive approach to work.
- Enthusiastic and positive manner.
- Ability to remain calm in a busy working environment.

Working Conditions

- Office-based within a care home environment.
- Standard working hours with occasional flexibility to meet business needs.

This role is vital in supporting the efficient operation of the care settings and contributing to a positive experience for service users, families, and staff.

About Polesworth Group Homes

Polesworth Group Homes is a registered charity and a not-for-profit limited company established in 1982. Our primary aim is to enable adults with a learning disability to lead full, active and independent lives.

We provide accommodation and support for adults with a learning disability and pride ourselves on our extensive experience. At present we support over one hundred people across our range of services – residential care, supported living, respite care and daytime activities. All of our services are rated 'Good' with the Care Quality Commission.

All of our services are based in the Polesworth, Dordon and Atherstone area of North Warwickshire. We support and encourage people who use our services to actively engage in the life of the local community. We have built strong community links and are proud of the positive impact this has for the people we support, our staff and the wider community.