



## JOB DESCRIPTION

JOB TITLE:

**ADMINISTRATOR**

Your name:

Your place of work:

Pilgrims' Friend Society (PFS) 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.

As with most care schemes, we strive to maintain high standards of accommodation and services. In addition to this, PFS promotes a supportive, Christian environment in all our homes and schemes. We are as much concerned about the spiritual welfare of our residents and occupants as their physical and emotional wellbeing. In order to achieve this, our homes and schemes benefit from the active involvement of supporters from local evangelical churches.

It is a fundamental principle of the 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.

**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 IN TO 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. Responsibility for administering personal allowances and other cash, valuables and personal effects as required but within Society policy on these matters.

**General**

14. Answering telephone and dealing with all general enquiries;
15. Welcoming visitors, both of service users and others and dealing with any general enquiries that may arise;
16. Arranging appointments etc for the manager;
17. Obtaining estimates and quotations from suppliers and contractors, in liaison with the Maintenance Officer and/or Property Services where necessary;
18. Ordering of supplies and handling deliveries if necessary;
19. Administering receipt, authorisation and processing of supplier invoices;
20. Ensuring continuity of maintenance contracts, in liaison with the Maintenance Officer and/or Property Services;
21. Maintaining and administering petty cash and keeping accurate records of transactions. Ensuring security of petty cash;
22. General office duties, such as typing, filing etc, to service the administration needs of the management team and the service in general.
23. 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 the Society.
24. 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.