



Job Description

Job:	Operations Administrator
Reports to:	Recruitment & Operations Manager
Salary Scale:	£20,000 p/a pro rata
Hours:	15-21 hours per week over 3-5 days
Job Benefits:	28 days' holiday per year pro rata <i>inclusive</i> of bank holidays.

For contracted staff:

- Pension Scheme
- Simply Health Care Scheme

Ongoing professional development, guidance and support from experienced managers.

Friendly, supportive environment.

This post is subject to an Enhanced Disclosure by the Criminal Records Bureau.

Essential Criteria	Microsoft Office (Word & Excel) Excellent organisational skills Experience in admin
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The main purpose of the role is to provide admin support to the Operations Manager and Stockdales senior team.

This post requires excellent communication skills and strong organizational skills.

Work involves direct contact with senior personnel, Stockdales employees and business contacts therefore an ability to communicate at all levels is essential

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Main Duties & Responsibilities

- Answering the phone and dealing with contractors, staff and external queries efficiently and professionally
- Liaising with external contractors
- Passing on relevant information to the management team as required
- General office duties including calls, meetings & updating paperwork
- Work with computer documents such as excel, Microsoft and Publisher; prepare reports and documentation required for the service
- Complete photocopying, scanning and filing
- Visiting our care homes and facilities to monitor repairs and contractors
- Preparing and distributing bulk mailings
- Book appointments and maintain department diary
- Book and maintain clear records of repairs and tests
- Assist with aspects of the Stockdales organisational administration as instructed
- Maintain accurate company databases
- Maintain privacy and confidentiality at all times in relation to all aspects of the service

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility and is open to change and review at any time.

The above are generic administrative duties that are a part of most roles, however this position will offer variety day-to-day and offer you an ongoing challenge.

Experience

- Working in an admin role
- Working in a busy environment

Skills

- Strong interpersonal skills: the ability to work well with people at all levels both within the organisation and externally
- Able to prioritise a heavy workload and multi-task
- Skilled in using a wide range of computer software such as Microsoft and Publisher Excel, Databases, PowerPoint, Email and Internet Programmes
- Experience of team work and of taking responsibility for standards and services
- Reliable with a good time keeping record
- Excellent organisational skills including attention to detail, record keeping and data management
- Strong analytical and reporting skills
- Good problem solver and have the ability to provide solutions in a calm and methodical manner
- Driven and a constant desire to improve processes