REF:HR/JD/HCAdmin/ GHSAdministratorMay2018

**Date: May 2018**

**JOB DESCRIPTION**

Title: Office Manager

Accountable to: Gracious Health Solutions Health Care and Support Services Manager

**Responsibilities**

* Oversee and maintain the administrative and IT systems for the offices in Nottingham and Dorset.
* Maintain and oversee administration systems that support the function of Gracious Health Solutions .

**Support Business Development**

• Service Provision

• Administration

• Business Development, Marketing and Public Relations

• Financial Assistance

• Monitoring and Quality

• Training & Development

• Health & Safety Adherence

**Service Provision**

* Support the provision of advice and guidance to clients and staff to ensure that the service is delivered to a high standard.
* Deal with enquires from new and existing customers and signpost or provide information about other Gracious Health Solutions services as appropriate.

**Administration**

* Manage the day to day administration of the office.
* Liaise with key staff in other departments to ensure procedures operate effectively and in a timely manner.
* Process invoicing and Payroll on a monthly basis.

**Business Development**

* Assist the department manager with the implementation of business development, the planning of marketing, the analysis of management information and with organising public relations activities.
* General maintenance of specific Home Care website.

**Financial Responsibilities**

* Provide finance department with documentation as required.

**Monitoring & Quality**

* Ensure administrative compliance for the department manager with all regulatory requirements.
* Collate and analyse all client satisfaction data and quality assurance programmes as requested.
* Ensure that the department’s administrative procedures comply with data protection legislation and the organisation’s policies relating to confidentiality.
* Support the department to achieve and maintain best practice in relation to service provision.

**Training & Development**

* Undergo appropriate training, development and system evaluation as required by the Department manager.

**Health & Safety**

* To become familiar with all policies and their practical implementation with regard to Health and Safety, including accident reporting and fire procedures.
* To undertake essential training as required.
* To assist the departmental managers in undertaking periodic risk assessments of the workplace.

**Working Practices/General**

* To be aware of and implement Gracious Health Solutions policies.
* Any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities