

## **JOB DESCRIPTION**

### **Operational Administrator**



#### **East London Care and Support (ELCAS): Who are we?**

ELCAS is a private domiciliary care provider, based in the London Borough of Newham. Established in 2009, ELCAS has delivered high-quality, person-centred care and support to adults and children of all ages and needs, ensuring client safety and contributing to their independence and overall well-being.

We are registered with the Care Quality Commission (CQC), rated good in all domains and meet all CQC Fundamental Standards and regulations. We are also registered with OFSTED to support children aged 5 to 18 in our setting.

#### **Purpose of the Role**

The role of Operational Administration is important to the success of ELCAS operations.

Key functions are to support the smooth running of the Operations office, working closely with Care Co-ordinators and Operational Managers, ensuring telephone calls and emails are answered, logs updated, client records are accurate, kept up to date and complete administrative tasks as directed. The post holder will have excellent communication skills verbally and written, be highly organised, be competent in using IT systems and have good data management skills.

Having the ability to multi-task and working under pressure to meet agreed deadlines is essential skills to successfully fulfilling this role. The post holder will have the ability to develop processes that make the management of the day-to-day running of the office more efficient;

Care Coordinators take several calls from carers, clients and other professionals each day on a variety of subjects, that they need support with, quickly providing vital information on a client and recording daily events. Your role will be to pay attention to calls and emails coming in and to get ahead by composing emails, logs or starting actions to support the task. Care Coordinators must feel that you are supporting them and taking the workload burden off them. You will need to ensure logs are up to date and actions are complete with outcomes. You will need to be confident enough to constructively challenge Care Coordinators if sufficient information is not provided to enable you to complete the outcomes. You will need to have the confidence to chase staff that haven't completed logs or omitted information. You will explore ways to increase operational productivity. You will provide office cover and complete projects and administrative tasks as directed by your line manager or Director.

You will have knowledge of Safeguarding, Care legislations and CQC standards, how to maintain confidentiality and understand Data Protection and GDPR.

ELCAS support and promote a **Positive Work Based Culture** and champion **Equality, Diversity and Inclusion**, requiring all staff to sign up to this way of working. You are responsible for upholding and championing these values and the reputation of this company. You will work with Management Teams on any new initiatives that the Director introduces for the company's expansion.

### **Reporting to:**

This role reports to the Operational Manager

### **Staff Management:**

This role does not have responsibility for managing staff

### **Key Skills:**

- Dynamic, proactive person with a flexible approach
- Well organised with attention to detail
- Ability to multi-task and work in a pressured environment
- Empathic
- The ability to make informed decisions on things that may need escalation to the Management Team or Director.
- Excellent communication in English for reading, writing, listening & speaking.
- Other languages, such as Hindi would be beneficial too, but not essential.
- Good IT skills and able to learn to effectively and efficiently use different systems.
- Ability to support other staff with IT systems, record keeping, emails and telephone calls
- Ability to develop processes that make the management of the day-to-day running of the office more efficient

### **Responsibilities:**

- You will be responsible for operational office administrative tasks
- You will be a good listener and proactive in starting the process to resolve queries and recording contacts and actions i.e. creating and sending emails and creating client and team notes on Birdie Care etc.
- You will possess excellent IT skills and be able to learn systems to enhance our performance ensuring more efficiency and productivity.
- You will assist with reconciliation of care calls in Birdie Care to feed into payroll and invoicing.
- You will assist with keeping records updated.
- Ensure written communication to professionals is in appropriate professional language, clear, concise and to the point. Seek advice and ask colleagues / managers to proofread emails
- You will have excellent verbal and written communication skills and be able to absorb and disseminate information in practical and understandable ways.
- Ability to identify issues and come up with a solution quickly to keep the operational office running smoothly.

- Have the skills and ability to work as part of a team building solid collaborative relationships with colleagues.
- Contribute ideas and solutions at team meetings.
- Ability to work with little supervision using your own experience and initiative to problem solve.
- Manage your time effectively and be able to work to deadlines and at times under pressure.
- Be adaptable to the changing environment of ELCAS and grow your skills.
- Have excellent customer service skills, always being sensitive and confidential and empathic.
- You will possess proven organisational skills, arranging meetings, maintaining records and databases, logging calls, managing calendars, booking appointments.
- Assist Care Coordinators with completion of clients and carers paperwork
- Undertake any training identified by your Team Manager in order to bridge any gaps in your skills, knowledge, experience.
- Some out-of-hours support cover will be required with this role
- Champion **Positive Workplace Culture**, and champion **Equality, Diversity and Inclusion** leading by example through your words and actions

## General

1. Maintain confidentiality at all times.
2. Administration and office cover.
3. Preparing data and reports on clients and carers for management as required
4. Ensuring that client and carer data is treated confidentially and safely.
5. Updating all systems with accurate, non-judgmental information.
6. Participate in Team meetings
7. Representing the Company at internal and external events.
8. Clear record keeping of reporting incidents or concerns.
9. You will have knowledge of Safeguarding, Care legislations and CQC standards, how to maintain confidentiality and understand Data Protection and GDPR.
10. Reporting any concerns to the Operational and Registered Manager
11. Identifying your own training and self-development needs.

And any other duties that fall within the competencies of the post holder and the grade of the post.

The above is not an exhaustive list; in addition to these duties, you may be required to perform other tasks as our business needs change. We reserve the right to amend the above duties as deemed necessary for the business.

The duties described in this job description must be carried out in a manner that promotes equality of opportunity and dignity, and that shows due respect for all employees and clients or customers, consistent with the Company's Equal Opportunities Policy.