# Person Specification

**Company Background**

Macklin Care Homes, established in 1980, is a family run business employing over 300 people in the Care sector. Macklin Care Homes comprises of Ratheane Care Home, Coleraine (76 beds), Leabank Care Home, Ballycastle (52 beds), Arlington Care Home, Belfast (25 beds), Parkmanor Care Home, Dunmurry (78 beds) and Milesian Manor, Magherafelt (34 beds).

At Macklin Care Homes we are proud of our values and unique positive culture that we live each and every day. This is reflective of our relationships with our residents, their relatives, our suppliers and the local community.

We promote a culture of working as one team, using their knowledge and expertise to continually excel and improve the standards of care for our residents.

Our residents are at the heart of our homes; we are inspired not only through their stories and experiences of years gone by, but also by knowing we are making a difference in their lives.

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| **Job Title:** | Receptionist / Administrator |
| **Reporting:** | Deputy Nurse Manager/Nurse Manager |
| **Basic Function:** | To carry out receptionist and administrative duties. |

**Essential Criteria:**

* Excellent command of spoken and written English and a valid work permit
* Proven 2 years experience of the provision of quality administrative support
* GCSE English & Maths
* Competent use of Microsoft Office applications
* Previous reception and administration experience

**Desirable Criteria:**

* Previous HR administration experience
* Previous reception and administration experience in a caring environment

**Skills:**

* Commitment to The Macklin Care Homes Mission, Vision and Core Values
* Core Values - Treat People Really Well, Continuous Development, Trust and Dedication.
* Priorities - Our Teams, Our Residents, Our Community, Our Future
* Ability to deliver a high standard of patient care
* Exceptional organisational skills
* Ability to communicate and listen, ability to work co-operatively with other staff
* Ability to work under pressure and use own initiative
* High standard of personal presentation
* Attention to detail

**Job Description**

**Position**  Receptionist / Administrator

**Reporting line**  Deputy Nurse Manager/Nurse Manager

**Hours of work** Mon – Fri, 9.00am – 5.00pm

**Basic Function:**

The successful candidate will provide comprehensive quality administrative support to include HR Administration, either as a team or individually. They will also be responsible for specific projects.

**Duties and Responsibilities:**

* Establish and build effective relationships with staff and management at all levels.
* Work with management and Directors to ensure all policies and procedures are adhered to and implemented.
* Answer telephone; greet visitors and general receptionist duties.
* Co-coordinating & admin duties to support recruitment & selection.
* Maintaining & update HR software.
* Collate HR reports on weekly and monthly basis.
* Maintain all personnel records & information.
* Update training records and training plans.
* All admin duties to support HR function within the home.
* Update & Manage Databases.
* Update and assist with arranging cover for off-duty rotas.
* Ordering of stationery.
* Administrative duties to support Management.
* Maintenance & organisation of all files within the office.
* In association with the Nurse Manager establish good working relationships with other Health Care providers and stakeholders to the home.
* Ensure continuous improvement and development of self in the role.
* Assist in the facilitation of a positive cultural ethos at all levels.
* Perform related duties and specific projects as assigned by the Directors, Group Senior Managers and Nurse Manager to contribute to overall company aims.
* Ensure the efficient and effective use of all resources.
* Extend the highest level of hospitality to all visitors & residents at all times.
* Have knowledge of all Nursing Home products and services.
* Maintains confidentiality at all times.

**This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined in consultation with the jobholder. It is not intended to be rigid and inflexible, but should be regarded as providing guidelines within which the individual works.**