

Job Title: Office Administrator

Grade: Grade B

Reports to: Local Business Manager

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is 'To transform lives, empowering independence through care excellence for all' and this role requires strong people and commercial skills and the ability to deliver a customer and staff centric service.

This is a crucial role in ensuring the smooth operation of our administrative functions. The postholder is responsible for overseeing general senior administrative tasks while also handling specialised duties related to reconciliation, payroll, timesheet generation, and error correction. Attention to detail and accuracy will be paramount to ensure efficient invoicing, correct payment of salaries, and adherence to our high standards of service.

Job purpose

To ensure high quality administrative support for the service and to cover tasks as directed by the management team, within the capability of the role.

Key Accountabilities

To work flexibly to meet the needs of the business.

Think creatively, challenging the norms and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.

Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.

Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- To maintain records and communicate effectively with relevant parties.
- To assist in managing and organising administrative processes within the company.
- To deal with data entry, document preparation, and other administrative duties as required.
- To provide support to management and colleagues to ensure smooth operations.
- To maintain and update company databases and records.
- To support with the recruitment, onboarding and induction of new members of staff.
- Ensure effective filing and archiving of documentation in line with ECLs retention schedule.

- To take effective minutes and note taking when required.
- Creating and managing documents, spreadsheets and presentations
- Speaking to customers and clients to answer queries and resolve issues.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by their Line Manager.

Person Specification

Experience and Qualifications

- Proven experience in an administrative role is essential, preferably within a care or healthcare setting.
- Competency in using relevant software applications and systems is crucial for efficient data management and administrative tasks.
- Excellent organisational skills with the ability to manage multiple tasks efficiently.
- Strong focus on accuracy and meticulousness in handling information.
- Effective communication skills to collaborate with various stakeholders.
- Able to adapt to changing priorities and requirements.
- Demonstrated ability to handle sensitive information with utmost confidentiality.
- Ability to work collaboratively with a diverse team and support colleagues.

Values and Behaviours

- Ability to demonstrate, understand and apply our values (see below) and be able to evidence these attitudes and behaviours as part of the application process.

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right