



Job Description

Office Manager

The Office Manager is responsible for ensuring that the Village Office is managed in a professional and friendly manner, actively supporting the Village Manager to operate the care facility and village smoothly.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operation
Reporting Line	Village Manager
Contribution / Responsibilities	1. Customer Service: ▪ Responsible for ensuring a high level of customer service is provided at reception to customers, the village management team, staff and others. ▪ Responsible for ensuring a high level of customer service is provided to all Summerset customers, both internal and external ▪ Answer phone calls, take messages as requested and deal with enquiries in a timely, friendly and professional manner. ▪ Take and collate all customer orders for Summerset services as provided in Summerset service schedule J25 and property requests. ▪ Month end processing and billing cycle. Ensure correct coding of purchase orders and capturing all on-charging from V-Care database. ▪ Enter information into the V-care for all customers purchasing services from Summerset. 2. Management Support: ▪ Provide a high standard of administrative support to the Village Manager, including diary management, word processing and other tasks as required which must be completed in a timely manner. ▪ Take ownership of pre-occupation checklist, ensuring it is completed and loaded into V-Care. Working with PM and SM as required. ▪ Record all incoming money from café at end of day and reconcile, within the required deadline. Banking once per week. ▪ Phone customers and family regarding outstanding debts in line with Summerset's debtor's policy. Working closely with Head Office accounts team. ▪ Set up relevant village meetings as needed, taking minutes as required. ▪ Ensure that any village policy updates that come through from Summerset's intranet are brought to the attention of the Village Manager and distributed to the appropriate employees. ▪ Undertake other tasks as required. 3. Care Centre Support: ▪ Preparation of all reporting templates including MOH, DHB and month-end. ▪ Ensure stationery is ordered as required. ▪ Cleaning schedule – booking new housekeeping roster, assist with any changes, delegate work as needed and resolve any issues that arise (PPE) 4. Village Support: ▪ Assist with the preparation of village rosters where requested. ▪ Village Administration support and provision of date for Quality meeting, health and safety meeting for Village AGM such as agendas, minutes and any other business as usual meeting requirements. ▪ New Village residents' files are completed and updated regularly. ▪ Identify opportunities to streamline administrative processes and workflows, eliminating inefficiencies and bottlenecks. ▪ Support the administration of staff personnel documentation and systems (as appropriate). ▪ Undertake reception duties as required, including covering the reception desk 5. Property: ▪ Assist the Property Manager in their purchase and work orders ▪ Raising Purchase Orders within Tech One.

Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	▪ Previous administration experience including data entry, accounts payable and debt collection ▪ Previous PA or similar experience with accurate and competent keyboard skills including intermediate – advanced office suite especially Excel, Word and PowerPoint ▪ Ability to maintain database ▪ Ability to learn and adapt to new software packages e.g. Techone ▪ Some knowledge / experience on payroll / timesheet administration ▪ Proven ability to maintain effective client relations and a genuine interest in age care. ▪ Excellent communication skills both oral and written ▪ Honest, punctual and reliable ▪ Ensure confidential information is treated as such ▪ Highly organised and are able to pick up and effectively manage multiple tasks at short notice
Relationships	• Village and care facility staff. • Village Manager. • Care Centre Manager. • Sales Manager. • Property Manager. • Care Centre Administrator. • Receptionist. • Activities Coordinator / Diversional Therapist / Recreational Therapist. • Customers both internal / external including family and friends. • Accounts Administrator at Head Office. • Human Resources team at Head Office.
Dimensions	• Nil direct reports • Nil opex / capex budget
Other	• This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Village Manager.

Values		
 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.


 Strong enough to care
 +
 
 One team
 +
 
 Strive to be the best
 =
 
 Bringing the best of life