



Job Description

Business Manager

The Business 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.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST






BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operations
Reporting Line	Village Operations Manager
Contribution / Responsibilities	<p>1. Customer Services:</p> <p>Responsible for ensuring a high level of customer service is provided at reception to customers, the village management team, staff and others.</p> <p>Responsible for ensuring a high level of customer service is provided to all Summerset customers, both internal and external:</p> <ul style="list-style-type: none"> ▪ Answer the telephone, take messages as requested and deal with enquiries in a timely, friendly and professional manner. ▪ Take all customer orders for Summerset services as provided in Summerset service schedule J25 and property requests. ▪ Be diplomatic and show empathy when dealing with difficult or demanding situations to achieve a successful outcome. ▪ Manage the phone system and messaging. ▪ Enter information onto the database for all customers purchasing services from Summerset. ▪ Provide assistance when required for all village residents (Residential aged care, Independent and Assisted living (including but not limited to support at home)). <p>2. Management Support:</p> <p>Provide a high standard of administrative support to the Village Operations Manager, including diary management, word processing and other tasks as required which must be completed in a timely manner.</p> <ul style="list-style-type: none"> ▪ Have access to the Village Operations Manager's online diary and manage appointments as necessary. ▪ Correct coding and capturing all on-charging onto database within the required deadline. ▪ Record all incoming money, within the required deadline. ▪ Code all accounts received for the manager to authorise within the required deadline. ▪ Manage outstanding debtors with the Village Operations Manager monthly or as required. This may involve but is not limited to: <ul style="list-style-type: none"> ○ Phone customers, family regarding outstanding debts in line with Summerset's debtor's policy. ▪ Set up meetings and take minutes at any onsite meetings and act as a witness as requested by the Village Operations Manager. ▪ Provide word processing services to the Village Operations Manager as required. ▪ Document control of all policies, records and Summerset information. ▪ Ensure that any policy updates that come through from Summerset's intranet are brought to the attention of the Village Operations Manager and distributed to the appropriate employees. ▪ Maintain staff files and information including: <ul style="list-style-type: none"> ○ Setting up personnel file of new employees on site and keep up to date with all information relating to that employee. ○ Update staff training records - display education topics and times. ○ Along with the Residence Manager maintain the competency registers of the Allied Health team and of qualified nursing staff. ○ Arrange the Staff Orientation forms and documents for new Personal Care Workers and advise the Village and Clinical Services Manager about the commencement times and dates.

	<ul style="list-style-type: none"> Provide the Village Operations Manager with the three-month performance review forms for all new employees one week prior to the review date. Chair Village Health and Safety Meeting. Organise for a village H&S rep to be appointed via village voting. Undertake other tasks as required. <p>3. Care Centre Support: Actively support the Care Centre Manager with administration tasks in the care centre to ensure the smooth running of the care centre.</p> <ul style="list-style-type: none"> Assist with front of house in care centre – answering phones, directing visitors, issuing sales brochures and materials to prospective Care Centre residents. Enter resident information into eCase and manage the entry and exits of residents into eCase. Set up clinical files for new residents and ensure all additional file information is provided to care staff as required. Enter information onto Summerset database for all residents coming into the Care Centre in terms of subsidised and private payments. Assist the Residence Manager with replacing Registered Nurses if required, which includes contacting Nursing or other Temporary Staff Agencies. Administration support and provision of date for Quality meeting, health and safety meeting and any other business as usual meeting requirements. Ensure stationery is ordered as required. Hand out sales brochures and materials to prospective Care Centre customers. Support Residence Manager through assisting with any other reasonable requests. <p>4. Village Support:</p> <ul style="list-style-type: none"> Assist the Sales Manager when not available by handing out brochures and materials to prospective customers and their families who come to reception. Assist with the preparation of village rosters where requested. Advise the Sales Manager of prospective customer being on site or take name and contact details. Ensure that “Expressions of Interest” form is completed by potential customers if the Sales Manager is unavailable. New residents’ files are completed and updated regularly. Take minutes and forward to head office for Village AGM. Provide administrative support as and when required. Assist in minute taking for other Village meetings as advised by Village Operations Manager. <p>5. Property: Assist the Property Manager in dealing with property issues on site.</p> <ul style="list-style-type: none"> Input information, including Extras, performance reviews, file notes etc. into the property database as required by the Property Manager. Raising Purchase Orders within Tech One.
Health & Safety	Be a proactive contributor to ensuring the health and 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	<ul style="list-style-type: none"> Previous administration experience including data entry, accounts payable and debt collection

	<ul style="list-style-type: none"> 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. Tech One 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	<ul style="list-style-type: none"> Village and care facility staff. Village Operations Manager. Residence Manager. Sales Manager. Property Manager. Receptionist. Lifestyle Team. Customers both internal / external including family and friends. Accounts Administrator at Head Office. People and Culture team at Head Office.
Dimensions	<ul style="list-style-type: none"> Nil direct reports Nil opex / capex budget
Other	<ul style="list-style-type: none"> 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 Operations Manager.

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