



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 Services: 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 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. 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. ▪ Have access to the Village 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 Manager monthly or as required. This may involve but is not limited to: ○ 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 Manager. ▪ Provide word processing services to the 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 Manager and distributed to the appropriate employees. ▪ Maintain staff files and information including: ○ 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. ○ Maintain the competency registers and the APCs of qualified nursing staff. ○ Arrange the Staff Orientation forms and documents for new care staff and advise the Village and Nurse Manager about the commencement times and dates. ▪ Provide the Village Manager with the three-month performance review forms for all new employees one week prior to the review date. ▪ Undertake other tasks as required.

	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. - 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 interRAI and manage the entry and exits of residents into interRAI. - Set up clinical files for new residents and ensure all additional file information is provided to care staff as required. - Assist with the bi-monthly newsletter for the care centre. - Enter information onto Summerset database for all residents coming into the Care Centre in terms of DHB subsidy and private payments. - Assist the Care Centre Manager with replacing Registered Nurses if required, which includes contacting Nursing or other Temporary Staff Agencies. - Preparation of all reporting templates including to MOH and DHB. - Up-date Eldernet on a daily basis. - 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. - Manage occupancy status. - Support Care Centre Manager through assisting with any other reasonable requests. 4. Village Support: - 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. 5. Property: Assist the Property Manager in dealing with property issues on site. - Inputs information, including Extras, PSRs, 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 & 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. • 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
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 One team
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 Strive to be the best
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 Bringing the best of life