



# 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**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Village Operation
<b>Reporting Line</b>	Village Manager
<b>Contribution / Responsibilities</b>	<p><b>1. Customer Services:</b></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"> <li>▪ Answer telephone take messages as requested and deal with enquiries in a timely, friendly and professional manner.</li> <li>▪ Take all customer orders for Summerset services as provided in Summerset service schedule J25 and property requests.</li> <li>▪ Be diplomatic and show empathy when dealing with difficult or demanding situations to achieve a successful outcome.</li> <li>▪ Manage the phone system and messaging.</li> <li>▪ Enter information onto the database for all customers purchasing services from Summerset.</li> </ul> <p><b>2. Management Support:</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>▪ Have access to the Village Manager's online diary and manage appointments as necessary.</li> <li>▪ Correct coding and capturing all on-charging onto database within the required deadline.</li> <li>▪ Record all incoming money, within the required deadline.</li> <li>▪ Code all accounts received for the manager to authorise within the required deadline.</li> <li>▪ Manage outstanding debtors with the Village Manager monthly or as required. This may involve but is not limited to: <ul style="list-style-type: none"> <li>○ Phone customers, family regarding outstanding debts in line with Summerset's debtor's policy.</li> </ul> </li> <li>▪ Set up meetings and take minutes at any onsite meetings and act as a witness as requested by the Village Manager.</li> <li>▪ Provide word processing services to the Manager as required.</li> <li>▪ Document control of all policies, records and Summerset information.</li> <li>▪ 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.</li> <li>▪ Maintain staff files and information including: <ul style="list-style-type: none"> <li>○ Setting up personnel file of new employees on site and keep up to date with all information relating to that employee.</li> <li>○ Update staff training records - display education topics and times.</li> <li>○ Maintain the competency registers and the APCs of qualified nursing staff.</li> <li>○ Arrange the Staff Orientation forms and documents for new care staff and advise the Village and Nurse Manager about the commencement times and dates.</li> </ul> </li> <li>▪ Provide the Village Manager with the three-month performance review forms for all new employees one week prior to the review date.</li> <li>▪ Undertake other tasks as required.</li> </ul>

	<p><b>3. Care Centre Support:</b></p> <p>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"> <li>▪ Assist with front of house in care centre – answering phones, directing visitors, issuing sales brochures and materials to prospective Care Centre residents.</li> <li>▪ Enter resident information into interRAI and manage the entry and exits of residents into interRAI.</li> <li>▪ Set up clinical files for new residents and ensure all additional file information is provided to care staff as required.</li> <li>▪ Assist with the bi-monthly newsletter for the care centre.</li> <li>▪ Enter information onto Summerset database for all residents coming into the Care Centre in terms of DHB subsidy and private payments.</li> <li>▪ Assist the Care Centre Manager with replacing Registered Nurses if required, which includes contacting Nursing or other Temporary Staff Agencies.</li> <li>▪ Preparation of all reporting templates including to MOH and DHB.</li> <li>▪ Up-date Eldernet on a daily basis.</li> <li>▪ Administration support and provision of date for Quality meeting, health and safety meeting and any other business as usual meeting requirements.</li> <li>▪ Ensure stationery is ordered as required.</li> <li>▪ Hand out sales brochures and materials to prospective Care Centre customers.</li> <li>▪ Manage occupancy status.</li> <li>▪ Support Care Centre Manager through assisting with any other reasonable requests.</li> </ul> <p><b>4. Village Support:</b></p> <ul style="list-style-type: none"> <li>▪ Assist the Sales Manager when not available by handing out brochures and materials to prospective customers and their families who come to reception.</li> <li>▪ Assist with the preparation of village rosters where requested.</li> <li>▪ Advise the Sales Manager of prospective customer being on site or take name and contact details.</li> <li>▪ Ensure that “Expressions of Interest” form is completed by potential customers if the Sales Manager is unavailable.</li> <li>▪ New residents’ files are completed and updated regularly.</li> <li>▪ Take minutes and forward to head office for Village AGM.</li> <li>▪ Provide administrative support as and when required.</li> </ul> <p><b>5. Property:</b></p> <p>Assist the Property Manager in dealing with property issues on site.</p> <ul style="list-style-type: none"> <li>▪ Inputs information, including Extras, PSRs, file notes etc into the property database as required by the Property Manager.</li> <li>▪ Raising Purchase Orders within Tech One.</li> </ul>
<b>Health &amp; Safety</b>	<p>Be a proactive contributor to ensuring the health &amp; 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.</p>

<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>▪ Previous administration experience including data entry, accounts payable and debt collection</li> <li>▪ Previous PA or similar experience with accurate and competent keyboard skills including intermediate – advanced office suite especially Excel, Word and PowerPoint</li> <li>▪ Ability to maintain database</li> <li>▪ Ability to learn and adapt to new software packages e.g. <b>Techone</b></li> <li>▪ Some knowledge / experience on payroll / timesheet administration</li> <li>▪ Proven ability to maintain effective client relations and a genuine interest in age care.</li> <li>▪ Excellent communication skills both oral and written</li> <li>▪ Honest, punctual and reliable</li> <li>▪ Ensure confidential information is treated as such</li> <li>▪ Highly organised and are able to pick up and effectively manage multiple tasks at short notice</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village and care facility staff.</li> <li>• Village Manager.</li> <li>• Care Centre Manager.</li> <li>• Sales Manager.</li> <li>• Property Manager.</li> <li>• Receptionist.</li> <li>• Activities Coordinator / Diversional Therapist / Recreational Therapist.</li> <li>• Customers both internal / external including family and friends.</li> <li>• Accounts Administrator at Head Office.</li> <li>• Human Resources team at Head Office.</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• Nil direct reports</li> <li>• Nil opex / capex budget</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Values		
 <p><b>STRONG ENOUGH TO CARE</b></p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p><b>ONE TEAM</b></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><b>STRIVE TO BE THE BEST</b></p> <p>We work hard. We like to win. We're always learning and improving.</p>


 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