



**Title of Post:** Service Administrator  
**Reporting to:** Assistant Service Manager  
**Salary:** £19,500 per annum  
**Location:** Inverness  
**Hours:** 37.5 per week

### **Introduction**

Highland Home Carers was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ around 400 staff and have a financial turnover of around £8 million. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, made up of four executive directors, three elected employee directors and three non-executive directors. We are a private limited company, with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

### **Job Purpose**

To work as part of a team ensuring that people receive the agreed level of services at the times designated on a daily/weekly basis as directed by the Service Manager.

### **Main Duties**

- Work with other members of the Operations team to ensure high quality service provision
- Establish and maintain good working relationships with people who use our services, colleagues, and other healthcare professionals.
- Compiling rotas for care/support workers
- Ensure all care/support visits are covered in conjunction with line manager on a daily basis.
- Inform people who use our services and relevant others about changes to scheduled arrangements
- Advise Care/Support Workers of all changes to regular care packages.
- To work as part of a duty rota, being the duty person on designated days to be the first point of contact
- Provide Administrative support to Practice Support Technicians in the completion and maintenance of support planning documentation.
- Maintain the Company IT database and paper-based systems as required
- Comply with procedures for reporting and record keeping, including the secure maintenance of databases.
- Updating and maintaining systems to ensure accurate recording of Financial Information.
- Uphold the Human Rights of people who use our services.
- To ensure that confidentiality is maintained at all times.
- A willingness to cover for other administrative team members and occasional work outside normal working hours
- Any other reasonable duties as required by the Service Manager

**Personal/Professional Responsibilities**

- Assume responsibility for your own professional and personal development (supported by the company where appropriate).
- Undergo relevant training, learning, and development required by the Service Manager.
- Use discretion and be aware of issues requiring total confidentiality
- Uphold and promote our company values: ERRICC
  - Excellence
  - Responsibility
  - Respect
  - Integrity
  - Compassion
  - Collaboration

**HIGHLAND HOME CARERS****Person Specification: Service Administrator****Essential:****Desirable:****Knowledge:**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Commitment to Learning</li> <li>• Track record of personal learning &amp; development</li> <li>• Experienced in using Microsoft Office applications (eg. Excel, Word, Outlook etc)</li> <li>• Proven work experience as an Administrator</li> <li>• A demonstrable record of success in previous roles</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of continuing professional development</li> <li>• Proven experience using Excel spreadsheets</li> <li>• Understanding of Health and/or Social Care Services</li> </ul> |
|--|--|

**Skills and Abilities**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Works effectively within a team, see the potential in others and understands the impact of their actions on people who use services and colleagues</li> <li>• Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</li> <li>• Strong phone, email, and in-person communication skills</li> <li>• A high level of personal integrity, who displays respect and empathy for others and is consistent, open and honest</li> <li>• An ability to be approachable and diplomatic</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of using databases for rostering/scheduling and/or logistics</li> <li>• Experience in note taking</li> <li>• Experience of inputting financial data</li> </ul> |
|--|--|

**Qualifications and Training**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• A good general level of education, or the equivalent level of attainment gained through professional experience</li> </ul> | <ul style="list-style-type: none"> <li>• Administration qualification</li> </ul> |
|---|--|

**Equal Opportunities**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Commit to uphold the Human Rights of people who use our services</li> <li>• Commitment to incorporating Equal Opportunities in all aspects of work.</li> </ul> |  |
|---|--|

**Other Considerations**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Flexible and adaptive</li> <li>• Able to maintain strict confidentiality</li> <li>• Must be organised</li> <li>• Be able to work within deadlines and timescales</li> <li>• High attention to detail</li> <li>• Reliable and trustworthy</li> <li>• Professional and smart appearance</li> </ul> | <ul style="list-style-type: none"> <li>• A full UK Driving Licence</li> <li>• An ability and willingness to cover for other administrative team members and occasional work outside normal working hours</li> </ul> |
|---|---|