



Job Description – Care operations Officer (part time)

Reports to: Registered Manager
Accountable to: Registered Manager Hertfordshire
Location: Blossom Healthcare, Stevenage, Hertfordshire

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Main Functions of the Job

- To maintain skills to high standard, and undertake such training and development as may from time-to-time be required to maintain that currency of practice.
- To keep up to date with regulatory standards and relevant legislation.
- Always act in an open and transparent manner, i.e. QA Manager, Registered Provider, Staff, Service Users or external personnel
- Support with marketing requirements and events.
- Provide out of hours service support.
- To ensure all administrative duties are managed effectively, prioritising where necessary to maintain the smooth running of the office.
- To ensure time is managed effectively, ensuring professional communication and confidentiality at all times.
- Manage telephones, answering all calls quickly and professionally and email to relevant person/party or department.
- Monitor their email inbox regularly throughout the day, allocate emails/care system to the relevant team member.
- Manage administrative support & incoming and outgoing post and any correspondence requirements.

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- Manage stationary, ordering supplies when necessary for office & PPE
- Handle all enquiries and requests either by telephone, face-to-face or in writing in an efficient and timely manner.
- Collate and analyse all Service User survey data and quality assurance programmes as requested including staff/workforce.
- Ensure that the Company's administrative procedures comply with data protection legislation and the Company's policies relating to confidentiality/GDPR.
- Support the Company to achieve and maintain best practice in relation to service provision.
- To undertake essential training as required.

Main Duties

- To work with the RGM to support a quality assurance programme.
- To support the RGM in developing performance standards.
- To support the development of processes of internal audit to monitor compliance with legislative requirements, relevant regulations and accepted best practice.
- To assist in auditing and evaluating internal processes and functions as agreed with the RGM, including performance standards, Health and Safety issues, environmental standards etc.
- To support the RGM to compile and implement comprehensive action plans to address any issues that have arisen out of the audit process.
- Maintaining a robust operations system for the company, including the completion of relevant audits and checks, highlighting of shortfalls in performance, and informing the RGM of these.

General Responsibilities

- Support an open, positive and inclusive organisational culture.

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- Attend Staff Meetings, which are to take place at agreed intervals and as and when required.
- In addition to these functions employees are required to carry out such duties as may reasonably be required.
- Seek opportunities for personal and professional growth.
- Promote a positive image for residency and employment within Blossom Healthcare.
- To maintain company systems and ensure tasks are complete and kept to a high standard.

Qualifications/Experience Required

Ideally the Care Operations Officer will hold a Health and Social Care qualification, and or a level of knowledge and experience that is relevant to the seniority of the role and that will evidence that the person has a good knowledge of the sector and the regulatory requirements.

IT Literate with a good understanding of computer systems.

Special Conditions

Disclosure and Barring Service (DBS) checks

This post will result in you having substantial contact with vulnerable individuals including people who are elderly, sick or disabled. You are required, therefore, by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Police Act 1997, to disclose any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent.

You must complete the relevant section on the application form -your application will be returned if this section is incomplete. Any offer of post is subject to a satisfactory DBS check and 2 suitable references including your current employer.

This is not an exhaustive list. The job holder may be required to undertake such other duties as Management may from time to time reasonably require.

This serves to confirm that I have read and agree with the contents of my job description; and that I will undertake to carry out these responsibilities to the best of my ability.

Name (please print)

Name (Signature)

Date

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Person Specification – Care Operations Officer

Essential	Desirable
<p>Experience / Knowledge Experience of organising and providing administrative assistance in an office environment</p> <p>Experience of handling a wide range of enquiries</p> <p>Experience of using Microsoft Office packages, particularly Word, Excel, PowerPoint and Outlook</p> <p>Qualifications GCSE English & Maths Care Qualifications and relevant experience</p> <p>Hold full UK driving license and own car</p> <p>Skills and Abilities Ability to work on own initiative with minimal supervision</p> <p>An organised and thorough approach to work Ability to see projects through from start to finish with guidance</p> <p>Good interpersonal skills</p> <p>Excellent typing skills with the ability to draft own correspondence</p> <p>Ability to work to deadlines and to pay attention to detail</p> <p>Ability to manage a heavy workload and at times prioritise conflicting priorities as well as tracking progress on a wide range of tasks</p> <p>Ability to communicate effectively, both orally and in writing</p> <p>A commitment to team working with flexibility and willingness to undertake varied responsibilities as part of a close-knit team right</p>	<p>Experience / Knowledge Experience of working in an office</p> <p>Experience of taking and writing minutes</p>

