

# IT Business Administrator

1. **Title:** IT Business Administrator
2. **Location:** Thistle Manor, Roefield Specialist Care Ltd

Responsible to : Information Systems Manager

## Overview:

Thistle Manor is a 33 bedroom residential care home that provides rehabilitation-focused care for people with a mental health diagnosis. Due to expansion in the reliance on the IT systems there is a justified need for an IT focussed Business Administrator to work under the supervision of the Information Systems Manager. The ideal candidate will be enthusiastic and willing to learn as there will be a large portion of the role dedicated to learning about; training others in the use of; and later developing the existing bespoke systems at Thistle Manor. This will be an exciting opportunity for the role holder to develop skills in managing networks and data structures.

The potential employee should have a working experience of Microsoft Office, ideally Office 365, with an advanced knowledge of Microsoft Excel and macro-based systems, although a willingness and ability to learn new skills will be of great value to the company. Although the role will be mainly IT-focused there is an expectation on the role holder to help and support the existing office team, namely the Finance and HR Department with their daily routine work.

## Job Summary:

- i. To assist the Information Systems Manager with the daily tasks associated with management of the Information Technology located on the site of Roefield Specialist Care Ltd.
- ii. To provide training and inductions to new computer users on the IT systems.
- iii. To assist with the creation of training documents and user manuals for the existing applications and systems, through updating policies and procedures.
- iv. To take a proactive role in the administration associated with IT structure and the business needs.
- v. Ensure accurate record keeping of all tasks, faults and updates performed.

**This job description is not exhaustive and is intended only to highlight the core duties and responsibilities.**

## Main Duties: To

- a) Carry out duties as instructed by Information Systems Manager and the Senior Management Team.
- b) Develop effective working relationships with the other employees within the home.

- c) Participate in the problem solving atmosphere of the IT department and take a proactive role when approaching situations.
- d) Take a lead in the day-to-day management of the IT systems in the absence of the Information Systems Manager.
- e) Take pride and care when working with the sensitive systems to ensure that errors are minimised and that there is continuity of all systems.
- f) Have a keen interest in developing yourself and learning new skills.

**Communication: To...**

- a) Maintain all written and electronic records in line with agreed procedure
- b) Ensure that all communication is disseminated as appropriate
- c) Provide update reports on assigned tasks as requested by senior staff, within agreed timescales
- d) Report any incidents and Health and Safety issues in accordance with agreed procedure
- e) Undertake all duties while maintaining confidentiality
- f) Demonstrate tact, empathy and an awareness of cultural differences when communicating with clients, relatives, visitors and other professionals

**Organisational Responsibilities: To...**

- a) Maintain security at the level required for the safety of clients, staff and the general public.
- b) Ensure that Information Governance is maintained at all times as the job role will involve access to sensitive and confidential information.
- c) Ensure the safe keeping of allocated keys and alarm equipment.
- d) Ensure the comprehensive recording of all untoward incidents using the approved system

**Training and Development: To...**

- a) Undergo annual appraisal of performance and undertake all training and education as identified as part of this process
- b) Participate in supervision as directed by procedure

## **Additional Job Description Information**

### **Company Policy:**

Employees are required to comply with Company policies and procedures, in particular:

- a) Adhere to the Roefield Staff Charter and Employee Handbook.
- b) Contribute and be aware of personal responsibilities and accountability for helping to ensure that a safe working environment is maintained in accordance with legislation.
- c) Will maintain personal commitment towards and responsibility for the Company's Equal Opportunities Policy

### **Safeguarding**

Safeguarding is everyone's responsibility and all staff who, during the course of their employment, have direct or indirect contact with vulnerable adults, children or families, or who have access to information about them, have a responsibility to safeguard and promote their welfare. Roefield Specialist Care Ltd are committed to ensuring that no act or omission on the part of the organisation, or that of its staff, puts a vulnerable adult or child at risk and that systems are in place to proactively safeguard and promote their welfare.

All staff on commencing employment with the Company will receive the necessary training and support in order to fulfil their obligations and also be made aware of who the Safeguarding Lead is.