

JOB DESCRIPTION – MAY 2022

The Charterhouse is an almshouse and museum based near the Barbican, providing residential care to a community of elderly people since 1611. Situated on 7 acres in central London, most of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture. With links to some of the most famous people and periods throughout English history, this is an incredible and unique place to work.

Our mission is to provide a home, a community and lifelong care for older people in need, while sharing our heritage and investing in it for future generations.

For further information about the Charterhouse please see our website: www.thecharterhouse.org

Job title:	Administrative Assistant
Working Pattern:	Full-time - Monday to Friday (35h per week)
Salary:	Up to £25,000
Location:	The Charterhouse, Charterhouse Square, London, EC1M 6AN
Duration:	Permanent
Notice Period:	2 Months
Department:	Infirmery & Brother Support
Line Manager:	Infirmery Manager
Job Summary:	This role is designed to provide strong administrative support to the Infirmery team and Infirmery Manager. Working collaboratively with various departments such as finance, property, facilities, including key stakeholders. Providing administrative HR support for the infirmery team and wider team (when required).
Key Responsibilities:	<p>Queen Elizabeth II Office & Infirmery Manager Support</p> <ul style="list-style-type: none"> • To act as the first point of contact for all callers to the Queen Elizabeth II Office building, by responding and/or referring all enquiries to the appropriate colleague as required. • Responsible for stock level management of household items such as continence supplies, PPE, stationary etc. Including managing timely payment and querying of invoices to suppliers, with the Finance Team. • Managing post received both internally and externally. • Managing the generic team outlook inbox. • Attending and minuting team and resident meetings.

	<ul style="list-style-type: none"> • To collaborate with the Kitchen team to ensure that weekly menus are published and available for residents to access (both online and physical menus). • To work closely with the Director of Health and Well-being and Infirmery Manager to develop communication plan to share regular updates, on weekly and monthly basis, to the team. • Developing and maintaining a filing system, both electronically and paper files (where necessary) to ensure that documents are maintained in line with GDPR requirements (in line with the Bettal policy document system). • Monitoring of Person-centred software. • Support the Infirmery Manager with the review, management, and distribution of the team rota. • Provide general administrative support to the team including but not exclusive to photocopying, typing up letters, surveys, and audit reports. <p>Human Resources</p> <p>To support the HR Manager with:</p> <ul style="list-style-type: none"> • Onboarding of new starters; <ul style="list-style-type: none"> ○ arranging interviews for candidates, ○ managing approved vacancies with recruitment agencies on PSL, ○ Issuing offer letters and contracts, ○ managing DBS requests, ○ added new starters to the HR System (PeopleHR), ○ managing organisational induction. • Maintenance of HR and LMS (Relias) systems for the Infirmery team to ensure compliance. • Liaise with Payroll to address pay queries and timesheets. • Administration of leavers; <ul style="list-style-type: none"> ○ Obtaining and filing resignation letters, ○ Issuing leavers letters confirming last date of employment and any accrued annual leave (if applicable), ○ Arrange exit interviews (face-to-face or online survey), ○ Process leavers on PeopleHR, Relias and Care management systems. • Specific HR strategy projects for the Charity.
<p>Key Skills:</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Two or more years' experience in administration. • Strong attention to detail, with ability to prioritise and organise work accordingly. • Excellent organisational skills with a proven ability to multitask/balance demands. • Excellent interpersonal and communication skills. • Intermediate knowledge of Microsoft packages particularly Word, Outlook and Excel.

	<ul style="list-style-type: none"> • Experience of using HR and Learning Management Systems (LMS). <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge and experience of working with the elderly. • Experience in providing HR administrative support within a charitable or care organisation. • Qualified in basic level First Aid with maintained currency. • Experience working with vulnerable people and/or in the charity sector. • Experience managing events.
Behaviours:	<ul style="list-style-type: none"> • Adaptable and agile. • Honesty and integrity. • Calm and methodical. • Caring and approachable. • Collaborative working style.
Requirements	<p>This position requires a Basic Criminal Records check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to employment, as any decision will be treated on its merits and individual circumstances subject to the Charterhouse's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the Charterhouse's staff and collections.</p>
<p>NB. This job description reflects the requirements of the Charterhouse as at May 2022. The role and duties of the post are subject to change in line with the future development of the Charterhouse. The Charterhouse reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.</p>	