**Helping Hands Watford**

**General Office Instructions**

* Check emails
* Update staff weekly/monthly rotas (liaise with staff, & report to deputy, Manager, Director)
* Monthly staff/directors travel expenses
* Fortnightly payroll prep (timesheets etc)
* Input financial records into Sage (regular bookkeeping)/produce monthly P&L
* Produce monthly/fortnightly sales invoices **(check cl contract and weekly rotas before)**
* Reconcile bank & petty cash monthly
* Liaise with Accountants
* Liaise with Registered Care Manager
* CRB second recruiter/checker (update progress report)
* Purchase orders – both stationery/office supplies and goods for services
* Staff recruitment (interviews; references – encl self addressed labelled envelope; offer letters; employment contracts; sort P46’s; bank details; NoK)
* Compile/update staff training files and training record (send bulk tests)
* Interview new potential clients with another manager (needs assessment)
* Secretarial duties (incl update contacts list; answering phone; type letters; dealing with queries; send mail shots to potential cl’s, staff badges)
* Organise sheets for staff to sign when take goods or receive pay
* Receive training and updates on current issues
* Emergency cover for local care staff (ad-hoc)
* Delegate basic duties to junior admin assistant
* Organise Christmas/social staff get-togethers/bonding
* Ad-hoc duties (**Incl writing Tenders/marketing** etc)

*NB: if work hours per day > 5, entitled to 30 mins paid break; (rough guide - take 15 mins 12pm and 15 mins 2.30pm). If hours >7, then entitled to 1 hour unpaid break. Ensure cover for phone calls.*

*Mobile phones on silent except break times.*

*NB: monthly accounts – compute total running cost of running business from home apportion contribution to Rudi (show this in accounts – make provision as a journal bet director’s current a/c 2300+ and a ‘use of home’ code 7000+ or hhwl pays Rudi 25% of total running cost each q and post this exp amount to the 7000+code)*

**General work pattern: Mon – rotas/timesheets/payroll; Wed – Admin (care plans/contracts etc); Thur – Finance (bank rec, sales invoice, banking, expenses, purchases, petty cash rec, cashflow)**

BACK UP files every Thursday (**KNOWHOW**)

*Ref: Admin & Finance/Office general instructions (last updated 4th September 2013)*