

Role title	Regional Administrator	Grade	
Reports to	Regional Director	Location	Field based, with travel across England, Scotland and Wales
Job family	Operations	Hours	40
Role Purpose			
The Regional Administrator is a key operational support role responsible for promoting administrative excellence, financial governance and operational consistency across a defined portfolio of Homes. Reporting to the Regional Director, the postholder provides specialist administrative expertise through the training and development of Home Administrators, operational cover during periods of absence, and financial compliance auditing to ensure robust administrative standards are consistently maintained. Working collaboratively with Home Managers, Area Directors and central support functions, the Regional Administrator plays a vital role in strengthening administrative capability, ensuring financial compliance, supporting operational continuity and driving continuous improvement across the region.			
Main Activities			
Duties and Responsibilities			
Training & Development of Home Administrators - Act as the regional expert and primary training resource for Home Administrators across the region, ensuring all home-based administrators are competent, confident, and working to a consistent standard in line with HC-One's administrative policies and procedures. - Deliver structured induction training to newly appointed Home Administrators, covering all core administrative systems and processes including resident fee management, petty cash, purchase ledger, payroll input, personnel records, and compliance documentation. - Provide ongoing coaching, guidance, and refresher training to Home Administrators as needed, responding to gaps identified through audits, home visits, or feedback from Home Managers and Area Directors. - Develop and maintain up-to-date training materials, guides, and reference documents that support Home Administrators to carry out their role effectively and consistently across the region. - Work with the Finance & IT Directorate to ensure training content reflects current Group policies, system requirements, and any changes to financial processes or reporting requirements. - Share best practice and learning across Home Administrator teams, facilitating peer learning and promoting a culture of continuous improvement in administrative standards. Home Administrator Cover - Provide competent, responsive cover within homes during periods of Home Administrator absence — including annual leave, sickness, and vacancy — ensuring the administrative function of the home continues without interruption. - During cover periods, fulfil all core Home Administrator responsibilities to the required standard, including resident invoicing and fee collection, petty cash management, purchase ledger processing, payroll input, HR filing, and front-of-house reception duties as required.			

- Ensure a smooth and well-documented handover when returning the administrative function to the substantive Home Administrator or a newly appointed replacement, leaving records accurate, up to date, and clearly organised.
- Provide a higher level of support to homes with newly appointed or less experienced Home Administrators, spending additional time on-site to build their confidence and capability before stepping back.
- Communicate clearly with the Home Manager, Area Director, and Regional Director regarding cover arrangements, any issues identified during the cover period, and recommended follow-up actions.

Financial Compliance Auditing

- Conduct regular, structured financial compliance audits across homes in the region, assessing adherence to HC-One's financial policies, procedures, and internal controls at home level.
- Audit key financial processes within homes including petty cash management, resident personal allowance accounts, purchase ledger processing, fee invoicing and collection, payroll input accuracy, and banking and cash-handling procedures.
- Identify errors, inconsistencies, control weaknesses, and areas of financial risk within home administrative processes, documenting findings clearly and accurately.
- Produce clear, structured audit reports for the Regional Director and Finance & IT Directorate, summarising findings, quantifying risks, and making specific, practical recommendations for corrective action.
- Follow up on audit findings with Home Managers, Home Administrators, and Area Directors to ensure recommended actions are understood, owned, and completed within agreed timescales.
- Escalate significant financial risks, suspected irregularities, or repeated non-compliance to the Regional Director and Finance & IT Director promptly, in line with HC-One's financial governance and fraud prevention policies.
- Track and report on audit outcomes across the region over time, identifying patterns and trends that may indicate systemic issues requiring broader training, process improvement, or system changes.

Administrative Standards & Process Improvement

- Promote consistently high administrative standards across all homes in the region, acting as a knowledgeable and accessible point of reference for Home Administrators and Home Managers on all administrative and financial process queries.
- Work with the Finance & IT Directorate to identify opportunities to improve administrative processes, systems, and controls at home level, feeding back practical insights gained through audit and cover activity.
- Support the roll-out of new or updated financial systems, processes, or policies across the region, working with the Finance & IT Directorate to communicate changes clearly to Home Administrators and ensure they are effectively implemented.
- Ensure administrative and financial records across supported homes are maintained accurately, securely, and in line with the Group's data management, GDPR, and document retention requirements.

Reporting & Communication

- Maintain regular communication with the Regional Director, Area Directors, and the Finance & IT Directorate regarding audit findings, cover activity, training progress, and any significant administrative or financial risks identified across the region.
- Provide structured visit and audit reports following home visits, capturing key findings, agreed actions, and follow-up requirements in a clear and consistent format.
- Contribute to regional team meetings, sharing insight and learning from audit and training activity and supporting a collaborative approach to improving administrative standards across the region.

- Uphold and model HC-One's core values of Quality, Innovation, Compassion, Integrity, and Respect in all aspects of the role.

Safeguarding

Safeguarding is everyone's responsibility and therefore it is important that you are able to recognise the signs which may indicate possible abuse, harm or neglect in its different forms and know what to do if there are any concerns. All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas. You also have the ability to seek appropriate advice and report concerns, including escalation if action is not taken.

Kindness the HC-One Way

To help us understand how we need to show up to provide the kindest possible care, we have identified 5 Qualities. These are the qualities we know we can coach, support, and develop in ourselves and each other so we can support those we care for to live their best life.

We are CURIOUS: We ask questions, look for clues, and seek to understand.

We are COMPASSIONATE: We try to walk in the shoes of others to understand how we can best support them.

We are CREATIVE: We use imagination to make things happen yet remain practical.

We are COURAGEOUS: We support people to live the life they want without shying away from managing the risks that go with that.

We can be COUNTED ON: We always look for ways to be there and support those in need.

Qualifications and Skills Required

	Essential	Desirable
Qualifications and Knowledge	• A relevant business, administration, or finance qualification — such as an AAT qualification, NVQ in Business Administration, or equivalent — is desirable; candidates who can demonstrate equivalent experience in a care home administrative role will also be considered. • Full UK driving licence and willingness to travel regularly across the region is essential. • Sound understanding of financial controls, internal audit principles, and the importance of adherence to financial policies and procedures in a regulated care environment.	
Skills	• Strong attention to detail and a rigorous, methodical approach to financial compliance and audit work, with the ability to identify risks, document findings accurately, and communicate recommendations clearly. • Excellent organisational and time management skills, with the ability to manage a varied workload across multiple homes and balance cover, training, and audit responsibilities effectively. • Strong IT proficiency, including Microsoft Office 365 and care home management and finance systems; experience of HC-One's systems or similar care sector platforms is desirable.	

Experience	• Significant experience in a senior administrative role within a care home or wider health and social care environment, with a thorough working knowledge of care home administrative and financial processes. • Demonstrable experience of home-level financial administration, including petty cash management, resident fee invoicing, purchase ledger, payroll input, and cash-handling procedures. • Experience of training, coaching, or mentoring others in administrative or financial processes, with the ability to explain complex procedures clearly and build competence in colleagues at varying levels of experience.	
Personal Attributes	• A proactive, self-starting approach, with the confidence to work independently across multiple locations and escalate concerns appropriately without the need for close direction.	
Financial Accountabilities	Risk Accountabilities	Headcount Responsibility
• Ensure accurate administration of home financial processes including resident billing, petty cash, purchase ledger and payroll administration. • Support financial governance through robust auditing, compliance monitoring and reporting. • Protect Company resources by identifying financial risks, ensuring adherence to Company policies and promoting effective financial controls. • Support the Regional Director and Finance team by identifying opportunities to improve administrative efficiency and	• Identify, monitor and escalate financial, governance and administrative risks across allocated Homes. • Ensure compliance with Company policies, GDPR, financial controls and audit requirements. • Monitor completion of agreed audit actions and escalate significant or recurring non-compliance. • Support effective risk management through accurate reporting, robust record keeping and timely escalation of concerns.	Provides functional leadership, coaching, mentoring and training to Home Administrators across the region, supporting their development and promoting consistent administrative standards.

financial compliance.		
Special Features		
• Disclosure and Barring Service – you will be required to complete an Enhanced DBS Disclosure. • Will be required to comply with a DVLA licence check for compliance with HCI insurance policies. • This is a field-based role requiring regular travel across a defined geographic region to deliver training, provide cover, and conduct audits across homes. A full UK driving licence is essential.		
Confidentiality		
You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law.		