

POSITION TITLE: Office Manager	REPORTING TO: General Manager
Division: Residential Home Care	TYPE OF ENGAGEMENT: Full-Time/Part-Time
Location: Home Name	NUMBER OF DIRECT REPORTS: Maybe (dotted line – Receptionist)
Position Summary	
Your role as Office Manager is responsible for all administrative tasks within the Home, including managing employees, admissions, documentation, compliance, and internal communication. You will assist the General Manager in overseeing the Home's operations, contributing to labour management, staff performance, team culture, customer service, and resident satisfaction.	
Role Responsibilities	
1. Roster and Payroll Management	
<ul style="list-style-type: none"> • Supports roster and payroll management to achieve optimal business outcomes. • Schedules shifts fortnightly, ensuring contracted hours are met. • Collaborates with the General Manager and the Clinical Care Manager to align staffing with resident needs and control overtime and agency spending. • Ensures timely, accurate timesheet processing; escalates discrepancies daily. • Assists staff in maintaining up-to-date availability in our workforce management system (Humanforce). • Tracks and monitors annual leave accurately and reports to GM to manage leave liability, staffing balance, and any unplanned leave. • Maintains well-managed master rosters with minimal unfilled shifts 	
2. Admissions and Customer Service	
<ul style="list-style-type: none"> • Supports the admissions process for a smooth resident and family experience. • Maintains Regis First Impressions standards and ensures a welcoming environment. • Processes resident admissions accurately through Epicor and manages Resident Agreements. • Ensures timely management of Mosaic and supports tour scheduling. 	
3. Communication & Administration	
<ul style="list-style-type: none"> • Coordinates communication with relevant stakeholders and escalates feedback/complaints. • Prepares and distributes documents such as agendas, minutes, and memos, adhering to document distribution protocols and Regis communication principles. • Maintains accurate meeting minutes and the residence's event calendar. • Monitors staff training and compliance, including documentation like police checks and professional registrations. • Provides support for recruitment, performance appraisals, workers' compensation, and WHS programs 	
4. People and Compliance Management	
<ul style="list-style-type: none"> • Manages People and Compliance processes as delegated by the GM, including employee file creation and ongoing management. • Monitors staff training and compliance, including documentation like police checks and professional registrations. • Provides support for recruitment, performance appraisals, workers' compensation, and WHS programs. • Actively contributes to the safety and well-being of self, colleagues, residents and visitors, including: reporting all incidents, hazards and near misses via RiskNet. • Follows safe work procedures 	

ATTRIBUTES ESSENTIAL FOR SUCCESS	
Qualifications / Special Requirements	<ul style="list-style-type: none"> • Experience in customer service in fast-paced environments. • Proven skills in roster management or supporting roster management. • Strong administration and computer skills.
Experience, skills & competencies	<ul style="list-style-type: none"> • Experience in customer service in fast-paced environments. • Proven skills in roster management or supporting roster management. • Strong administration and computer skills. • Excellent verbal and written communication skills. • Experience supporting budgeting and expenditure processes. • Ability to maintain confidentiality. • Strong problem-solving skills.
Indicative days & hours of work	Monday to Friday with occasional need for evening/weekend work as the role requires. Flexible hours within core business hours of 8 am – 6 pm.
General Information	This position description describes the general nature and level of work that the person appointed to the role is to perform. It is not intended as an exhaustive list of all responsibilities, duties, and skills required. Regis reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
Date	30 th June 2025

