

JOB DESCRIPTION

Position Title	General Administrator	Department	Dependant on role
Generic Job Title	Administrator	Segment	SJS
Team Band	Unbanded	Location	HMP Peterborough
Reports to	Line Manager (dependant on role)	Office / Unit name	HMP Peterborough

ORGANISATION STRUCTURE



Job Purpose

Provide general administration support across a number of areas within the business performing a variety of duties to ensure the smooth running of the function and providing a service to the prison.

Accountabilities

- Maintain all appropriate records and documentation.
- Assist in the production of management information, regular reports, establish trends and patterns from information received.
- Monitor and oversee all filing and ensure that record systems are kept up-to-date and stored securely.
- Responsible for all administrative duties as required by the Manager, ensuring the function is run efficiently and cost effectively when performing work as required and planned.
- To work closely and co-operate with colleagues in other areas to ensure the safe and smooth running of the prison.
- Build relationships with key internal and external stakeholders.
- Any other additional accountabilities for your role (see attached accountabilities)

Key Performance Indicators (KPIs)

- Administration actions will be completed accurately and in a timely way and will satisfy all appropriate audit requirements
- Team members will be supported effectively.
- Management information provided accurately and within specified deadlines.
- All records maintained accurately and completed within specified legal requirements where appropriate and in accordance to any prison service order and instructions where applicable
- To work in accordance with all Sodexo policies and procedures

Dimensions

Financial	
Other	

Skills, Knowledge, Experience and Competencies

Essential

- Experience working in a similar environment or role
- Able to operate relevant IT applications
- Experience of working under pressure and to deadlines
- Able to manage competing work priorities

Desirable

- Health, social welfare or voluntary sector experience
- Knowledge of the English legal system

Competencies

- Working with others
- Planning and organising
- Resilience
- Continuous improvement
- Results orientated

Contextual or other information

- You may be required to work in an alternative administration role time to time.
- You will be required to participate in staff rotation.
- Attend any training as and when required.

Version		Date	
Document owner			

Accountabilities

Compliance Auditor

- Contribute to the development of, and carry out allocated tasks arising for a risk based self audit process and develop procedures based on the Contract, current legislation and all appropriate Prison Service Orders.
- Abide by the Corporate strategic directions, Contract Delivery Indicators, MoJ/NOMS service specifications and all appropriate Regulations and Health and Safety Policies.
- Collate data from the prison Management Team on the performance of the Prison against the Contract.
- Analyse the data and provide a commentary for the Compliance and Senior Management Team identifying all potential problems and issues.
- Contribute to assessing the impact on the prison of any changes to the Contract or MOJ policy and procedures in discussion with the Compliance Manager.
- To maintain the system to develop the Local Operating Procedures and to co-ordinate the review/alteration/amendment process.
- Co-ordinate all external an independent audits.
- Provide reports and a detailed analysis of the key performance targets.
- Coordinate contractual reporting for the Compliance Team.
- Manage and coordinate allocation and responses to Correspondence.
- Manage the prisoner Request & Complaint system.

General Administrator

- Deal with all correspondence in/out of the department and distribute to relevant staff/department.
- Input and assist with all typed correspondence including letters, spreadsheets and emails and use any other databases as required.
- Assist with photocopying, faxing, filing within the department.
- Maintain confidentiality at all times.
- Liaise with employees and members of the public in a polite, confident and friendly manner.
- Answer and make phone calls within the department in a polite, confident and friendly manner.
- Assist with all administration duties as and when required.

Industries Analyst

- Ensure prisoner numbers in work are at the required level through controlling allocation to work
- Collate data in relation to attendance and hours worked and monitor performance against contractual requirements
- Process orders for supplies and stock required for prison industries.
- Control logistics of raw materials and finished goods in tune with delivery and collection.
- Check deliveries into industries stores.

Details Admin

- Prepare daily detail sheets and circulate to all areas to ensure adequate provision of staff cover for operational needs.
- Prepare annual leave sheets for operational staff
- Update the sickness absence of employees and provide relevant managers with the necessary information ensuring that any identifiable action is brought to the attention of the HR Business Partner.
- Communicate with operational units, both face to face and over the telephone, to ensure appropriate cover provided.
- Maintain a system for the effective allocation/monitoring of operational staffs leave/TOIL.
- Collate and prepare monitoring information for monthly reports.
- Operate the IT functionality in use to manage staff detailing.

Finance Administrator

- Record all transactions on CMS accurately and in a timely manner.
- Ensure all monies are processed and recorded accurately.
- Process all receptions monies on arrival.
- Use of PNOMIS to transfer prisoners into prison.
- Input loans on to the CMS.
- Process received cheques from other prisons.
- Create and maintain PIN phone accounts including inter-prison phonecalls and foreign national.
- Prepare all discharge monies on prisoner release.
- Raise cheques to be forwarded to other prisons.
- Repay loans and advances on CMS.
- Process and respond to any complaints and applications.
- Ensure swift and timely resolution to all finance related queries.
- Maintain valuables and cash records and safeguarding valuables & cash through robust control system & reconciliation process.
- Support Deputy Business Manager with processing of hotel and travel requests, Stocktake Audits, Petty cash and expenses, reconciling purchase orders and vendor invoices.
- Provide support to team members and flexibility to adapt to any other duties that may be deemed appropriate to this role.

HR Admin

- Administration of recruitment for internal and external applications including arranging interviews and liaising with People Centre,
- Administration of security forms for new starters.
- Recording and monitoring of absence (sickness, annual leave, compassionate leave, etc).
- Assist with scheduling and preparation of training materials.
- Monitoring and recording all training related data including attendance records and results.
- Note taking responsibilities during one to one staff consultation meetings during mobilisation transition stages.
- Coordinate and administer in-house and external training, including scheduling and providing pre and post course documentation.
- Develop and maintain accurate records of all training taking place within the facility using established HR IT systems providing regular reports.
- Provide support to managers and employees with queries.
- Ensure paperwork is held and destroyed according to Data Protection regulations.

Offender Admin

- Calculation of ADA's following adjudications.
- Calculation of fine payouts.
- Calculation of release dates.
- Check validity of Prisoners warrants.
- Coordinate all reports for Lifer prisoners as required.
- Coordinate the OCA process in liaison with key departments across the prison.
- Deal with Home Office and Police Productions.
- Effectively manage the parole process in line with PSO 6000 and Home Detention Curfew process in line with PSO 6700.
- Ensure secure storage of Prisoners Records and Warrants including efficient archive and retrieval systems.
- Ensure that all in scope offenders are identified. Ensure that all information is stored accurately, updated when required and made available to those who require it in a timely manner.
- Ensure the timely release of bailed Prisoners.

- Enter and/or amend all Prisoners details on CMS & LIDS.
- Liaise with Offender Manager's/Supervisors both within the prison and in the community.
- Liaise with staff at courts.
- Maintain and process documents to be served on Prisoners and appeal documents.
- Part of a multi-tasked administrative team, to provide a service to the prison as a whole. This will include providing cover for other areas of administration where requested.
- Process Lodge Warrants.

Custody

- Keep records updated
- Checking of court warrants
- Identification of Foreign national Offenders
- Completion of release paper work
- Complete Sentence calculations
- Reply to routine queries from internal departments and external agencies
- Liaise with external agencies and internal departments on a daily basis
- Clear, concise and accurate written skills, with high level communication skills.
- Able to deal with confidential and highly sensitive information.
- Good organisational skills with ability to prioritise work
- Good interpersonal skills
- Good IT knowledge
- Ability to manage own work load / Team player

Performance

- Process Information Access Requests (IARs)
- Co-ordinate and support the Independent Monitoring Board in line with SLA
- Have a knowledge of how to input and check daily data relating to Incident Reporting System (IRS)
- Have a knowledge of how to input and check daily data on Schedule I
- Upload and check monthly data in to the NOMs Hub
- Process and check weekly Regime data
- Complete Schedule F database as required
- Process Adjudication Appeals
- Have a knowledge of how to check daily Population Figures
- Be responsible for maintaining the archive system and destruction of files

Key-Worker

- On a daily basis check for new receptions and update discharges
- Allocate caseloads to Key workers
- Ensure all records are kept up to date
- Liaise with various departments with the establishment
- Keep a log of staff off long term and reallocate caseloads
- Provide support to Key worker project lead and Key worker champions
- Monitor number of Key worker sessions taking place

Intelligence Analysts

- Establish trends and patterns from information received.
- Identify any weakness in security procedures and areas of high risk.
- Implement the prisons Intelligence Management Framework.
- Ensure all procedures follow national guidelines and local policy.
- Maintain all Intelligence data bases and networks effectively.
- Ensure that relevant information is passed appropriately to line management.

- Enter intelligence onto data fields correctly, making interrogation straightforward and accessible.
- Produce charts with all relevant intelligence data.
- Attend meetings with senior personnel and discuss complex data and information.

Security Admin

- Manage prisoner pin phone requests.
- Conduct routine and random monitoring on telephone calls made by prisoners, as authorised.
- Abide by the Safeguards Document issued by IOCCO.
- Collate statistics and prepare reports as required when authorisations are reviews.
- Maintain accurate records of calls intercepted.
- Contribute to the Security Intelligence Cycle as appropriate.
- Part of a multi-tasked administrative team to provide a service to the prison as a whole.
- Maintain and administer local security systems and processes
- Administer the local security strategy
- Support the preparation of incidents and other unit specific reports.

Stores Admin

- Covers OSO duties when on leave or sick (includes deliveries/collections to house blocks, pulling HB orders making up bedding packs.
- Covers Senior Stores Administrator duties when on leave or sick, mainly confined to stock reordering and responsible for supervising OSO's daily duties. Answers queries with knowledge gained within department.
- Ensures stores tools numbers are correct and checklists are submitted weekly and on time.
- Unloads vehicles and will use fork lift truck when and where required.
- Arranges external deliveries/collections with couriers when required.
- Deals with prisoner clothing applications and details recorded onto Excel.
- Sources new materials when required.
- Logging daily stock movements to departments on stores spreadsheets
- SAP for raising Purchase Requisitions, Purchase Orders, Receiving goods, expediting
- orders and investigating causes of late invoice payments by means of SAP parked invoice module. Cycle counting to ensure stock levels are correct, and investigates discrepancies.
- Liaises with PHS waste disposal to organize site visits, and escorts PHS personnel when on site.
- Assist in the production of management information, regular reports, establish trends and patterns from information received.
- To work closely and co-operate with colleagues in other areas to ensure the safe and smooth running of the prison.

Catering Admin

- Ordering of food for kitchens and Vita Nova's and completing of PO's
- Communicating with suppliers on deliveries and if stock has not arrived
- Checking of deliveries that the correct items have arrived
- Completing stock takes
- Use of Bass ware for ordering
- Working with the catering manager on making efficiencies

Programmes Facilitator

- Have an interest in group work delivery.
- Have an interest in working with people who have cognitive distortions for the purpose of Resettlement and Recovery.
- Prepare for and deliver sessions for Programmes.
- Assist in the administration and development of the Programme qualitative process.
- Liaise with OMU & Recovery Team staff in the management of residents.

- Contribute to the wider resettlement and recovery agenda.
- Contribute to the programme delivery strategy.
- Contribute to the development of pro social goals leading to a crime and substance free life.
- Develop Programmes in line with Audit and contractual requirements.
- Good administrative and organisational skills.
- Vocational competencies around offending behaviour.
- Good communication and interpersonal skills.
- Ability to use initiative and work autonomously.
- Knowledge of the differing treatment models and services available to residents

Prison Offender Manager (POM)

- Initial interview, risk and needs assessment of new receptions into custody
- Completion of OASys assessments, BCST 1, sentence plans and IOCCO assessments
- Gathering information on residents by liaising with internal and external agencies
- Supporting external Probation Officers in the management of residents
- Supporting CRCs in the management of residents
- Completion of parole reports, MAPPA reports and categorisation recommendations
- Conducting ROTL risk assessments
- Formulating goals and targets for residents to reduce risk
- Good oral and written communication skills
- Positive relationships with colleagues across the prison
- The ability and enthusiasm to promote change and motivate residents
- Good interpersonal skills
- Proficiency in the use of IT including Microsoft Word, NOMIS and Excel
- Commitment to personal development and ability to adapt to change
- The ability to manage, organise and prioritise workloads

Exam Administrator

- Work effectively and efficiently with the Learning & Skills Manager and Education Manager to provide effective examination support and data collection
- Effectively manage all Awarding Body activities and ensure compliance
- To ensure all relevant policies and procedures, such as Security, Health and Safety are adhered to and take responsibility of the work area.
- Effective administration of a range of IT data collection systems
- Manage the daily accountability of portfolio submissions from teaching staff
- Record resident attendance, pay and maintain relevant records on appropriate IT systems
- Assist in any additional administrative work within normal work hours and out of normal work hours.
- Manage the day to day internal quality assurance activities reporting to the Education Manager
- Attend team meetings to evaluate progress and promote good practice and attend all staff meetings, which will include giving feedback on sessions and ideas for development of delivery and the Department generally
- Meet agreed prison targets which will be identified in your PDR and reviewed regularly throughout the year.
- Work 37.5 hours a week full time.
- Undertake duties as required by the Director or Head of Learning, Skills & Employment or Education Manager that will contribute to the effective operation of HMP Peterborough.
- Support the department during both internal and external audits and inspections including HMIP and Ofsted.
- Provide data analysis for managers as and when required

Safer Custody Administrator

- Complete weekly, monthly, quarterly, external and regional reports
- Completing minutes for meetings/reports and following up actions
- Management of the Concern line (ownership of records, answering phones to families, follow up actions)
- Logging all self-harm and violence on the relevant matrix database and correlating with IRS
- Updating the crime tracker and ensure compliance with timescales
- Logging all ACCT's – when open, closed or in post-closure including CMS/ NOMIS updates
- Create and complete CSIP information cards for distribution
- Monitor CSRA review dates and booking of reviews
- Check SDT and update areas on current Viper scores
- Complete orders on office supplies and distraction material
- Liaise with other prisons when handing over information of residents transferred
- Discharges/courts (Checking SASH markers and updating via PNC's)
- Completing initial analysis of violence and self-harm data
- Identifying intelligence risks to proactively curtail violence