**justice services**

JoB description

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| --- | --- | --- | --- |
| 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

Line Manager (Dependant on role)

Administrator

Head of Talent

#### 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.

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| Version |  | Date |  |
| Document owner |  | | |

#### Accountabilities

#### Use of Force Administrator

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* Any other additional accountabilities for your role (see attached 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.

**FINANCE PO Raiser**

* Process authorised Purchase order requests onto SAP
* Process goods receipt when items received (liaison with other departments)
* Maintain framework Purchase Order’s ensuring invoicing up to date
* Deal with invoice queries liaising with the relevant departments
* Investigate any ON STOP accounts
* Chase up suppliers for statements/copy invoices

**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

**Equality, Diversity & Inclusion (ED&I)**

* compiling data e.g the complaint logs, transgender logs
* collecting the DIRFs and logging them
* liaising with case investigators.
* Establish trends and patterns from information received.
* Good interpersonal skills
* Good IT knowledge
* Ability to manage own work load / Team player

**Switchboard Operator**

* To answer all calls politely and professionally
* Provide assistance to visitors/ contractors ensuring all site procedures/polices are adhered too
* To develop excellent working relationships with colleagues
* update data systems
* To be flexible to cover staff holidays and sickness and any further additional hours
* Undertake any other reasonable duties as required to meet the needs of the business
* Able to communicate clearly and credibly with senior managers and employees
* Able to work unsupervised and take responsibility in dealing with all customer enquiries

**Chaplaincy Administrator**

* Answer the phone and department email, responding to all queries from staff at all levels, and sensitively communicating with the family of prisoners - adhering to the processes and procedures of the prison.
* Coordinate responses to prisoner applications and accompanying administrative Process complaints and correspondence by forwarding to the correct departments.
* Facilitate room bookings.
* Coordinate with other teams to ensure sensitive forms are completed correctly and in a timely manner.
* Assisting the chaplaincy leads with the Planning, publicising and delivering community-building events.
* Administration of religious registration applications, changes of religion both on CMS and PNOMIS (MoJ OVD).
* Update spreadsheets and ensure paperwork for Inductions, discharges and ACCTs are available for the chaplains.
* Print out appointment lists for groups.
* Create appointments and register attendance on NOMIS for all group activities and orderlies.
* Log fabric faults on Planet FM.
* Ensure the orderlies have completed cleaning schedules.
* Monitor and replenish religious paraphernalia such as incense and follow appropriate order process.
* For Digitalised Prisons there will be administrative work regarding uploading in house and national material to the Content Hub.
* Dealing with Subject Access requests
* This is a prison facing role with work of a sensitive nature