

Job Description:

Prison Correspondence Administrator

Function:	Sodexo Government
Position:	Prison Correspondence Administrator
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	SPCO Scott McNeil
Additional reporting line to:	TBC
Position location:	Mail Room/Property Store

1. Purpose of the Job – State concisely the aim of the job.

- Support HMP Addiewell by managing all mail processes for correspondence in and out of the establishment.

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Deal with all correspondence in/out of the establishment and distribute to relevant department ensuring adherence to the latest policies and procedures.
- Record and process all special and recorded delivery items, incoming and outgoing.
- Deal with any queries regarding mail both internally and externally.
- Be part of a multi-tasked team to provide a service to the prison, this will include providing cover for other administrators when required.
- Undertake duties as required that will contribute to the effective operation of the prison.
- Maintain confidentiality at all times.
- Liaise with employees and members of the public in a polite, confident and friendly manner.
- Manage and maintain stock for the Mail room via procurement processes.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Responding to general queries from external sources, i.e. prisoner family members, Royal Mail and Client. training provided to ensure these matters are dealt with promptly and professionally.
- Maintaining internal databases to catalogue all mail in and out of the Prison, guidelines, operational procedures and training provided to address this.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Be courteous, polite and professional at all times when managing queries both internally & externally.
- Maintain role in line with all guidelines and operational procedures.
- To support the department in delivering the vision for HMP, by ensuring that the Mail room operates effectively with the corporate and local values and vision.
- To provide a first class, professional service to internal and external parties, and to take personal ownership and responsibility for the standards delivered.
- Contribute to the delivery of relevant elements of the Establishment Contract via mail room processes.

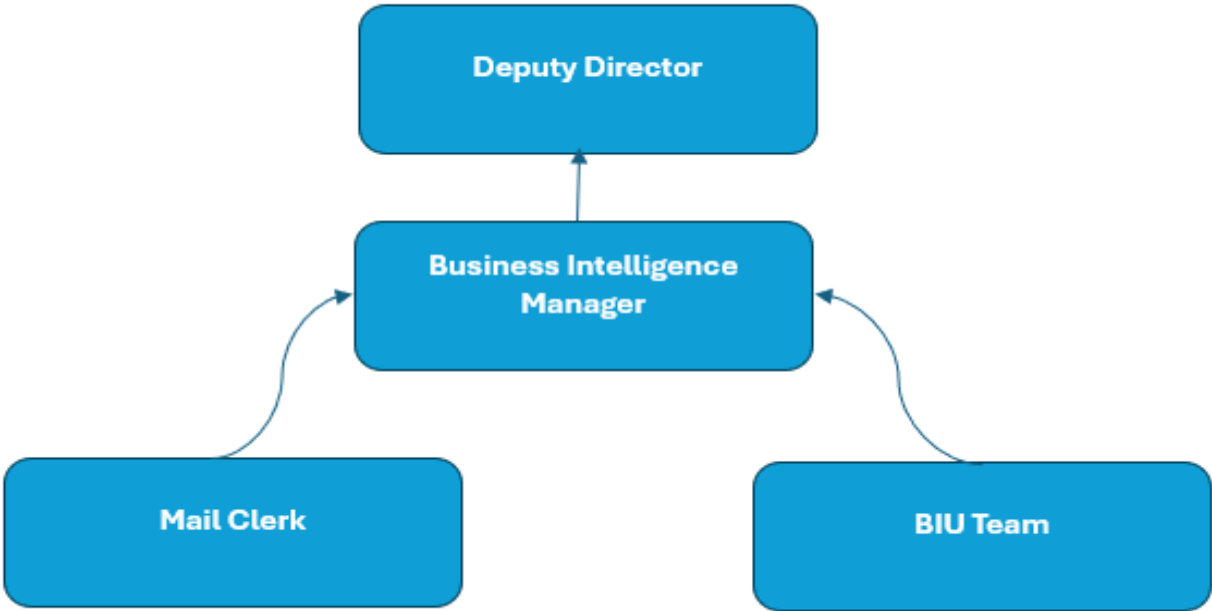
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Xxxx
- Xxxx

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- **Strong organizational skills:** Efficient in sorting, tracking and distributing mail & packages
- **Attention to Detail:** Ensuring accuracy in mail handling and record keeping
- **Communication skills:** Interacting with colleagues, client and external parties
- **Computer Skills:** Basic proficiency in Microsoft software such as Word, Excel and Outlook
- **Time Management:** Ability to prioritise tasks and meeting deadlines in fast-paced environment
- **Customer Service:** Providing assistance and support to colleagues and external parties
- **Ability to work independently:** Managing tasks and meeting deadlines with minimal supervision
- **Adaptability:** Adjusting to changing priorities and procedures in the mailroom
- **Problem Solving:** Identifying and resolving issues related to mail handling and delivery
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7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



Levels

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Received:

Date:

Job holder

Date:

Immediate Manager