

Job Description:
Administrator

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| Function: | Government UK&I - Justice |
| Job:  | Administrator |
| Position:  |  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: | HMP Altcourse |
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| 1. Purpose of the Job  |
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| * Be part of a multi-tasked administration team performing a variety of duties to ensure the smooth running of your allocated function within the prison.
* Ability to work under pressure, paying attention to detail.
* To have IT literacy skills including Word and Excel.
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| 2. Organisation chart  |
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| **3. Context and main issues**  |
| * Co-ordinate administrative activity within your allocated function; working closely with onsite managers and external parties to ensure high quality and standards.
* Ensure rigorous adherence to relevant processes within your area.
* Maintain and review all relevant records to support an effective and efficient service.
* Support departmental reporting as required.
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| 4. Main assignments  |
| * To provide general administrative support to your relevant functional area including, but not limited to:
	+ Preparation and maintenance of key documents/files
	+ System data entry
	+ Liaison with outside agencies
	+ Responding to queries from colleagues and key stakeholders.
* To deal with queries in a timely manner; ensuring good attention to detail to aid output and delivery within the department.
* To correspond with key internal and external stakeholders on all administrative matters within your allocated function.
* To assist with monthly reporting for your area; ensuring data is accurate and deadlines are met.
* To carry out other miscellaneous duties as directed by the HMP Altcourse Management Team

\*\* This list is not exhaustive and other key assignments may be allocated to you by your line manager following function allocation |

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| 5. Person Specification  |
| Essential * Experience in a multi tasked, fast paced administrative role
* Excellent organisational skills with the ability to work under pressure to meet deadlines
* IT competent including Microsoft Word, Excel, Outlook and Teams
* High level of confidentiality and discretion
* Accuracy and attention to detail
* Ability to work with different stakeholders and customers
* Professionalism and resilience
* Excellent interpersonal skills
* Strong organisational skills and time management
* The ability to pro-actively solve problems and offer solutions when faced with challenges

Desirable* Previous experience of working within a prison setting
* Experience with prison systems (i.e. NOMIS / CMS)
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| 6. Competencies  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Innovation and Change
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| * Rigorous management of results
 | * Collaboration
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| * Commercial Awareness
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| 7. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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