

# Job Description

## Residents Communications Administrator



Function:	Justice Services
Job:	Administrator
Position:	Prison Correspondence Administrator
Date:	
Immediate manager (N+1 Job title and name):	Security SPCO
Additional reporting line to:	Security Unit Manager
Position location:	HMP Addiewell

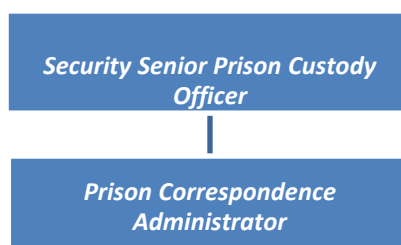
### 1. Purpose of the Job

- To be responsible for the administration of all incoming and outgoing correspondence which involves the following
- All internal and external process for mail
  - Resident mobile phone process
  - Supervision of email a prisoner scheme

### 2. Dimensions

- 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 instructions where applicable
- To work in accordance with all Sodexo policies and procedures

### 3. Organisation chart



#### 4. Context and main issues

- Build relationships with key internal and external stakeholders
- Some administrator roles will involve Resident facing elements
- Any other additional accountabilities for your role

#### 5. Main assignments

- Deal with all correspondence in/out of the establishment and distribute to relevant department.
- Record and process all special and recorded delivery items, incoming and outgoing
- Monitor "Email a Prisoner" emails for flagged photos and escalate where required.
- Deal with any queries regarding mail both internally and externally
- Manage the Resident Mobile phone process which includes assigning phones to new admissions, reprogramming of old phones and updating contact numbers when required.
- 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.

#### 6. Accountabilities

- Maintain all appropriate records and documentation.
- Assist in the production of management information, establish trends and patterns from information received.
- Ensure all record systems are kept up-to-date and stored securely.
- Responsible for all administrative duties within this role as required by the Manager, ensuring the function is run efficiently and cost effectively.
- To work closely and co-operate with colleagues in other areas to ensure the safe and smooth running of the prison.

#### 7. Person Specification

- 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

#### 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Working with others
- Planning and Organising
- Resilience
- Continuous Improvement
- Results Orientated

**9. Management Approval** – To be completed by document owner

Version	1	Date	25/08/2020
Document Owner			