

**Job Description:**

**Senior Administrator**

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| Function: | SODEXO JUSTICE SERVICES – HMP & YOI Peterborough |
| Position:  | Senior Education Administrator  |
| Job holder: | TBC |
| Date (in job since): | TBC |
| Immediate manager (N+1 Job title and name): | Education Manager |
| Additional reporting line to: | Deputy Head of Education, Skills and Work  |
| Position location: | Education, Skills and Work  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| The purpose of this role is to provide effective leadership and oversight of the Education, Skills, and Work Administration Team, ensuring the integrity and accuracy of records, timetables, and tracking systems. The post holder will be responsible for maintaining compliance with policies, safeguarding standards, and equality legislation, while conducting regular audits and reviews to uphold accuracy and transparency. Working collaboratively with teaching staff, external providers, and internal departments, the role ensures the efficient and high-quality delivery of education services. |

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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Provide leadership to the Education, Skills and Work Administration Team, ensuring the smooth and effective day-to-day operation of the ESW Function within the prison.
* To ensure that regulatory awarding bodies competencies and frameworks are adhered to when conducting examination processors
* Oversee and assure the Schedule F (Contract), ensuring data input is monitored accordingly.
* Supervise and support administrative staff, allocating tasks and monitoring performance to ensure deadlines and quality standards are consistently met.
* Lead by example in promoting a culture of professionalism, accuracy, and accountability.
* Liaise with internal departments (e.g., OMU, Security, Activities) and education providers to coordinate timetables, room bookings, learner attendance and prisoner pay.
* Monitor capacity and utilisation of education spaces to support efficient and effective delivery of learning.
* Identify, flag, and help resolve scheduling conflicts, overbookings, and other operational barriers.
* Oversee the accurate input and maintenance of education-related data on prison systems (e.g., NOMIS, Curious) covering attendance, enrolments, and completions.
* Generate and analyse regular reports on key performance indicators, including participation, attendance, and achievement rates.
* Ensure full compliance with GDPR and information security protocols.
* Provide residents with accurate information and guidance about available learning opportunities and progression pathways.
* Liaise with residential staff and other key stakeholders to resolve issues affecting resident access to education.
* Take the lead in preparing, coordinating, and minuting the weekly Allocations Board and other relevant meetings.
* Track, record, and ensure completion of follow-up actions from meetings within agreed timescales.
* Ensure administrative practices are aligned with national prison education frameworks, establishment policies, and equality and diversity standards.
* Contribute to service development by reviewing processes regularly and implementing improvements.
* Support audits and inspections (e.g., Ofsted, HMPPS) by preparing documentation, evidence, and timely responses to information requests.
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| 2. 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. |
| * Resolving scheduling conflicts and capacity pressures to ensure education is delivered effectively despite restrictions on space, staffing, and security requirements.
* Maintaining the accuracy, integrity, and timeliness of education data across multiple platforms (e.g., NOMIS, Curious) under constant scrutiny from internal audits and external inspections (e.g., Ofsted, HMPPS).
* Supporting education skills and work access for a diverse resident population, including those with additional learning needs, language barriers, or safeguarding concerns.
* Collaborating with multiple stakeholders (internal departments, external providers, and residents) where priorities may compete or conflict, requiring negotiation and problem-solving skills.
* Adapting to changing policies, procedures, and service delivery models in line with national prison education strategies and Sodexo contractual obligations.
* Remaining flexible by taking on alternative administrative duties when required to ensure the resilience and continuity of wider prison administration services.
* Attending and applying training as required to keep up to date with new systems, legislation, and professional standards.
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| 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. |
| * Maintain the integrity, accuracy, and confidentiality of all education-related administrative records, including allocation data, attendance logs, and learner records.
* To ensure that regulatory awarding bodies competencies and frameworks are adhered to when conducting examination processors
* Oversee and assure the Schedule F (Contract), ensuring data input is monitored accordingly.
* Provide effective supervision and support to administrative staff, ensuring tasks are clearly allocated, monitored, and delivered to agreed standards.
* Ensure all administrative processes are fully compliant with prison service rules, internal policies, and relevant legal or regulatory frameworks, including safeguarding, equality, and diversity standards.
* Manage and oversee education data systems (e.g., NOMIS, Curious), producing timely and accurate reports to inform management decisions and demonstrate performance against key performance indicators.
* Identify, develop, and implement improvements to administrative systems and processes, enhancing the overall efficiency and effectiveness of the education function.
* Ensure full readiness for internal and external audits and inspections (e.g., Ofsted, HMPPS) by maintaining accurate documentation, records, and evidence to support compliance and quality assurance.
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| 2. 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. |
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| **Essential*** Proven experience of working in a similar environment or administrative role, ideally within education, prisons, or another regulated service.
* Strong IT skills, with the ability to operate and manage relevant applications and data systems confidently.
* Demonstrated ability to work effectively under pressure and to tight deadlines without compromising accuracy or quality.
* Skilled in managing competing work priorities, balancing the needs of multiple stakeholders.
* Previous experience of line management or supervisory responsibility.

**Desirable*** Strong planning and organisational skills, with the ability to anticipate and resolve potential issues.
* High levels of resilience and adaptability when faced with operational challenges or change.
* Knowledge of awarding bodies, qualification frameworks, or prison education systems.
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| 2. 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. |
| Education ManagerSenior Education AdminEducation admin team  |

Received:

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Job holder Immediate Manager