

Job Description: Senior Administrator



Function:	Performance Unit
Job:	Senior Administrator
Position:	Performance Senior Administrator
Job holder:	-
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract and Assurance Manager
Additional reporting line to:	-
Position location:	HMP Peterborough

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

- Line Manage PDU including sick absence, performance monitoring and development
- Ensure that all correspondence, complaints, litigation and SAR's are completed to timescales
- Ensure all elements of the contract are delivered

2. 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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ■ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.

Head of Operational
Assurance

Contracts and
Assurance Manager

Senior Administrator

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

- Ensure that all PPO, NOMs, MoJ and solicitors requests are dealt within Data Protection guidelines
- Ensure that Judicial Reviews and Adjudication appeals are dealt with according to guidelines
- Ensure that the Asset Custodians, Asset Risk Register and subsequent training is kept up to date and within mandatory requirements
- Ensure that the Records and Archive rooms are maintained as per PSI guidelines for Archive and Retention

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

- Complaints, correspondence, litigation, and SAR
- Ensure that all data submitted is correct and timely as requested
- Ensure that the PNC audit is conducted regularly, and feedback is given
- Co - Facilitate training and information sessions
- Be aware of new policies and procedures, ensuring that they are included in any assurance process
- To effectively oversee all data collations within the establishment
- To effectively oversee correspondence, complaints, and Subject Access Request related issues for the establishment
- To effectively manage audit and compliance processes.
- To effectively represent PDU in meetings and conferences as requested.
- To effectively prepare meeting reports as requested
- To submit HUB data
- The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary.

6. 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.

- Oversee and direct the PDU team to ensure that all elements of complaints, correspondence, litigation, and SARs are completed by deadline
- Ensure that all elements of the contract (e.g. Schedule D, F and I) are completed by deadlines and data submitted for all are accurate
- Maintain audit and compliance schedule, to include PNC audit and Director's compliance spreadsheet
- Ensure that all meeting reports that have been allocated are completed on time, factual and delivered as requested
- Ensuring that all MoJ returns and requests are disseminated and returned as requested

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience of working successfully with accrediting and regulatory bodies and implementing associated programmes.
- Strong influencing skills to achieve results
- Ability to work collaboratively and build effective working relationships
- Demonstratable experience of working with contract controls, governance, improvements or initiatives

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

- Being Resilient
- Ensures accountability
- Communicates effectively
- Builds effective teams
- Decision Quality
- Courage
- Drives Results

9. Management Approval – To be completed by document owner

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Document Owner	Head of Contracts and Assurance		