

Job Description: Administrator



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| Function: | Business Hub |
| Position: | Administrator (L2) |
| Job holder: | TBC |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | Lesley Russell |
| Additional reporting line to: | N/A |
| Position location: | HMP Northumberland |

1. Purpose of the Job

Provide general administration support across a number of areas within the business performing a variety of duties to ensure the smooth running of the function and providing a service to the prison.

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.

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|------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue FY18: | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | | | | Outsourcing growth rate: | n/a | HR in Region | tbc |

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

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.

Line Manager
|
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.

- Build relationships with key internal and external stakeholders
- Some administrator roles will involve prisoner facing elements, including interviewing prisoners, taking notes of interviews with prisoners and other matters which require prisoner engagement
- Any other additional accountabilities for your role

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

- Deal with all correspondence in/out of the department and distribute to relevant staff/department.
- Input and assist with all typed correspondence including letters, spreadsheets and emails and use any other databases as required.
- Assist with photocopying, faxing, filing within the department.
- Maintain confidentiality at all times.
- Liaise with employees and members of the public in a polite, confident and friendly manner.
- Answer and make phone calls within the department in a polite, confident and friendly manner.
- Assist with all administration duties as and when required.

6. Accountabilities

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

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

- 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

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|--------------------------|--|
| ■ Working with others | |
| ■ Planning & Organising | |
| ■ Resilience | |
| ■ Continuous Improvement | |
| ■ Results Orientated | |

9. Management Approval – To be completed by document owner

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