

JOB DESCRIPTION

Function:	Chaplaincy
Position:	CHAPLAINCY ADMINISTRATOR
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Managing Chaplain
Additional reporting line to:	Deputy Director
Position location:	HMP Bronzefield

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

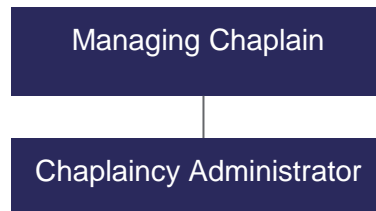
- The Chaplaincy Administrator will have overall responsibility for the effective running of the Chaplaincy Office and duties relating to the smooth administration of the Chaplaincy.*

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						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Cash conversion:	tbc						

Characteristics ■ Add point:

3. Organisation chart



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.

- The Chaplaincy Administrator will need to manage the administrative aspect of a busy and thriving Chaplaincy through her attentive and careful planning, ensuring that all Chaplains and operational staff are properly equipped with the information they require to fulfil their tasks.
- Managing the Chaplaincy Office and the communications to and from the chaplaincy is key to its smooth and effective running and the Administrator will need to prioritise their time in an effective and meaningful way.

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

- To work as a full and active staff member of the Prison Chaplaincy Team.
- To provide guidance and support for patrol officers re chaplaincy groups/other bookings; rules/routines for area or specific activities.
- To collect post in the morning and distribute/deal with appropriately.
- To deliver chaplaincy post to the prison post room at the end of a working day.

- To administrate the chaplaincy diary by ensuring all regular chaplaincy activities and record bookings from other areas are accurate.
- To update the monthly worship activities publicity (amend monthly festivals list from Chap HQ; amend days/times of chaplaincy activities as necessary) and get them circulated to residence areas and Reception for display, including updating the POD. Email updated version to IT for display on prisoner intranet and notice boards.
- To monitor supplies and ordering stationary etc from Stores, including
 - Standard Bronzefield form
 - Purchase requisition form to order from Office Depot (this involves identifying items required in the catalogue with relevant codes; emailing stores to get current price and any delivery costs; completing PRF and getting relevant sign-offs depending on item/total value; passing completed PRF to Finance; monitoring whether items have been received and then trying to find out at what stage it has got held up; chasing relevant persons)
- To collect supplies/deliveries from stores/exchanging items (batteries/toner cartridges etc)
- To Complete PRFs as required for subscriptions; church supplies; faith specific supplies as identified
- To monitor progress of orders and following up missing orders
- To monitor record books (new receptions log; messages book; journal) and seeking to have replacements ready (ruled up; headings inserted) when required*
- To monitor supplies of chaplaincy forms (new reception forms; Faith Centre leaflets; daily tasks sheets; weekly time sheets; prayer requests; chaplaincy replies; movement slip forms; official visitor forms; PNC forms etc) and seeking to get new supplies photocopied in good time
- To source new supplies of loan Bibles and other books marked up – on loan/Bronzefield Chaplaincy
- To order foreign language Bibles from Bible Society or other agreed suppliers.
- To log repairs etc on Maintenance Help Line as they arise.
- To administrate chaplaincies Regime monitoring – by providing dated daily sheets for completion by Chaplains each week; collate figures into the appointed reporting spreadsheets every Monday for submission before noon.
- To manage Applications: Recording applications in log and replying/passing apps to relevant chaplain as appropriate
- To administrate generally all apps requesting attendance at a particular faith group event; copies of books e.g. the Bible, Once an Addict, Bible reading notes; attendance at Sycamore Tree course
- To reply to requests for chaplains who are not in before the 48 hr deadline is up (i.e. requests to see specific chaplains) and leaving a note for the chaplain concerned.
- To work collaboratively with the chaplain appointed to manage **the Sycamore Tree programme**, namely,
 - Liaise with course tutor re dates of courses and ensure wall chart and diary show all dates. Ensure that all tutors, facilitators and visitors (surrogate victims; community witnesses) are PNC'd and if not regular attendees, booked in on relevant dates.
 - Over months between courses collect details of women wishing to complete the course; women who have it in their sentence plans.
 - 6 – 8 weeks prior to course starting go through list and archive names of all women who have been transferred or discharged; interrogate CMS for birth

dates; R/C status; literacy levels; warnings. Interrogate LIDS for type of conviction; length of sentence; release date/possible HDC date; court dates etc. Check whether already done course at Bronzefield.

- Circulate list to Probation, Programmes, Carats, Healthcare, Security, OCA to establish whether women will still be here by end of course; are suitable to attend at present; present security issues. Ask for holds to be placed on those being considered. Chase for replies
- Issue application forms to all who qualify after the above process; collate responses; chase missing applications; continue to collate new requests to attend course. If necessary undertake above processes for new applicants and issue application forms
- Arrange for candidates who have returned forms to be interviewed; book appts on CMS; room for interviews
- Collate results of interviews and select/arrange selection of learners/reserves
- Notify successful candidates and reserves/unsuccessful candidates
- Email final list to all areas of prison notifying who has been selected to attend and releasing holds on women not selected to attend.
- Record selection to attend on CMS event logs of final 20 learners
- Order refreshments for sessions, including final celebration
- Ensure have all relevant supplies for course (flip charts; marker pens; flip chart pens; coloured pencils; paper etc for acts of restitution) including going round pound shops to buy supplies. Put together 'creative' packs for women who wish them for preparing acts of restitution.
- Get attendance certificates signed and laminated for final session
- Record on CMS those who complete course/who dropped out
- Deal with returned books/NVQ certificates etc – distribute to women still in Bronzefield; try and trace those transferred to send on books; return remainder to Prison Fellowship.
- To manage Attendance Lists for Chaplaincy activities which average 12 weekly faith meetings and 1 monthly,
 - Record requests to attend groups received via apps, from chaplains callers at the door;
 - clear with Security when appropriate
 - check what other Chaplaincy groups a Resident is already down to attend and if necessary send back form for prisoner to get approval from work area to be absent twice in a week;
 - if not registered Buddhist and asking to attend send 8-fold path asking them to read and reapply if still interested; when they reapply clear with security and add to group.
 - if not registered Muslim and asking to attend Muslim prayers check with Muslim Chaplain; once cleared add to relevant group on CMS scheduler
 - Check CMS/PNOMIS religious registration list to ensure that all those registered Buddhist, Hindu, Jehovah's Witness, Muslim Pagan or Sikh have been security cleared and added to relevant group
 - On the day before print out 2 copies of lists for groups for the following day – one for duty officer and other for chaplain leading group

- Liaise with Faith-specific chaplains who come in on an ad hoc basis dependent on prison population.
- To manage Religious Registration of Residents, namely, by
 - Correct PNOMIS where religion recorded is incorrect (chaplains check with women during induction interview)
 - Print corrected PNOMIS religious registration list
 - Type up list of changes made and email once a week to Reception so that they can amend CMS if necessary
- To collaborate with IT Services department by supporting chaplains to get appropriate IT services (email accounts; PNOMIS log-ons etc); set up printers, email on the various computers.
- To ensure that Faith Specific Festivals administration is timely and effective, namely,
 - Christmas – liaise with DCs regarding seasonal services (eg Carol Services); notify Security/Oscars/Details of proposed events; arrange PNCs and book in visitors; organise printing of Christmas programmes for distribution; if required create services on CMS scheduler and add names of those approved to attend
 - Other Christian Festivals (e.g. Ash Wednesday, Maundy Thursday, Easter etc) – service arrangements as above
 - Muslim festivals (e.g. Ramadan, Eid) Provide admin support re special arrangements for events and back-up for ensuring women are provided with necessary equipment etc to observe fasts
 - Jewish - Liaise with Jewish Chaplain re pastoral visits to Jewish prisoners; requirements to celebrate festivals; food requirements etc
 - Other Faith events: Admin support as required for Buddhist, Hindu, Pagan etc as required.
- To manage Bookings for rooms in Multi Faith Rooms, namely,
 - Take requests to use Chapel etc and if space is free markup diary to show who is using and for what and for how long. Try and ensure that those who are using our rooms are aware of requirements (leave space clean and set out as found unless otherwise agreed; arrive at least 10 mins BEFORE start time providing officer i/c with list of attendees; supervise women at all times i.e. do not let them into the Chapel and then disappear for 20 minutes).
- To be the first Chaplaincy Contact point, namely,
 - Deal with telephone calls from:
 - Other areas of prison:
 - House blocks – requests for chaplaincy support for prisoners receiving bad news (especially serious illness or death of relatives) requests from prisoners to light candles or see a chaplain; queries re requests to attend particular groups.
 - Assess urgency of requests; find chaplain if necessary otherwise take details and pass on to chaplain when they return/book appointment for prisoners to come up; if appropriate attempt to verify details provided by prisoner with Security/outside agencies; e.g. woman who has been told that relative has been found dead/injured in accident via phone call – check whether call took place; if so get call listened to; check with Police (our liaison officer if he is in; coroners, hospitals etc to verify info).

- Other areas of prison – as much as possible answer queries from H/C, Security, Stores, Finance, HR etc. If necessary refer to relevant Chaplain.
- Outside calls
- relatives or friends calling in with concerns re person held here; info on death or serious injury to friend or relative; requests to pass on news (births; outcomes of operations etc). Attempt to get as much information as possible as sensitively as possible; allay concerns, provide comfort for distressed people. Assess urgency as above and follow same procedure.
- Outside agencies – those interested in working with Chaplaincy/Bronzefield; other prison chaplaincies with messages/requests for our women, Prison Fellowship, volunteers; occasionally Police Answer queries where possible and refer on where necessary
- Deal with 'callers' to the office:
 - staff – as per above
 - prisoners – queries re groups and books, requests to see Chaplain
- To liaise with the managing chaplain when planning and administering team meetings and development, namely,
 - Arrange meetings; take minutes and distribute
- To work collaboratively with the managing chaplain in ensuring
 - The Chaplaincy Office and Chaplaincy Rooms are maintained and kept cleaned.
 - Cupboards, shelves, lockable units are all maintained and orderly
 - Launder chapel linen (or the organising of it)
 - Order/source milk, tea bags, coffee, biscuits etc
 - Removing 'sensitive' waste (spent candles, shredding etc)
 - the Chaplaincy Peer Support Worker and Chaplaincy Orderlies are completing agreed tasks within Chaplaincy
- To support HR with Security Clearance Applications via the Chaplaincy VCP (Managing Chaplain & Volunteer Co Ordinator)

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. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.

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.

- *The Chaplaincy will run smoothly through the CA's effective administration of agreed processes, including preferred forms of communication both internally and externally through email and the telephone.*

- *The Chaplaincy will meet its requirements found in the prison rules on the Pastoral Care of Prisoners through the administrative support offered by the CA*
- *The Chaplaincy will succeed through its CA proactively responding to familiar and unusual circumstances as and when they arise.*

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

Essential

- Able to administrate and manage an efficient Chaplaincy Office.
- Able to communicate well with all people who come in contact with the Chaplaincy.
- Able to work in a flexible and creative way whilst maintaining good planning, organisational and record keeping skills, along with good verbal and written communication skills, a good level of computer literacy, good decision making and problem solving skills, along with the skills to produce monthly and/or annual reports.
- Able to build and maintain effective working relationships with chaplaincy team, departmental heads and staff all levels of the business, along with Chaplaincy Visitors and Volunteers.
- You will have developed a good reputation for working alongside Residents, prison colleagues, departments within Bronzefield, external agencies and community faith groups and local community groups.
- Able to build and maintain effective working relationships with local community visitors and volunteers as well as people at all levels and across all departments with Bronzefield.
- A respect and co-operation with the ethos of the business in supporting the delivery of chaplaincy.

Desirable

- Experience of working with diverse faith and social community groups.
- Experience of working within a prison.
- Experience of working within a Chaplaincy Team (prison, hospital, education etc) and /or other prison departmental areas.
- Experience of working independently and as part of a team.
- Experience of fundraising

Contextual

- You will be accountable to the Managing Chaplain.
- You will work in collaboration with the Community Chaplain, Volunteer Co Ordinator and the Chaplaincy Team.
- Whilst the post holder will be accountable to the Managing Chaplain, you will not necessarily need to be affirmed by any specific faith group as this role does not require any faith based direction or the representation of any specific faith group. This post is of a more generic nature than most Chaplaincy posts that operate within a prison setting. However a Counter Terrorism Clearance will be required prior to the appointment in addition to other Vetting and MOJ clearances.
- The post holder will work closely with and under the direction of the Managing Chaplain.

- The current post is for 37.5 hours per week.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	