

Job Description: Administrator



Function:	Sodexo Justice Services
Position:	Administrator - Keywork
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Dependent on role
Additional reporting line to:	Dependent on role
Position location:	HMP and YOI Bronzefield

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

- To provide comprehensive general administration support across keywork and other 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.

- Management information provided accurately and within specified deadlines in order to meet contractual and performance targets.

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
(SPCO - Keywork)

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.

- Abide by strict deadlines and have extensive knowledge of the impact of these.
- Ability to prioritise workload in terms of security, safety and risk.
- Keep up to date with any Policy changes and PSO requirements.
- Monitor ongoing performance and liaise with line managers.

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

- 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.
- Build relationships with key internal and external stakeholders.
- Abide by the corporate strategic directions, Contract Delivery Indicators, MoJ/NOMS service specifications and all appropriate Regulations and Health and Safety Policies.
- Co-ordinate all external and independent audits.
- Provide reports and a detailed analysis of the key performance targets.
- Any other additional accountabilities for your role.
- To support the department you are allocated to.
- To be the 'single point of contact' for the department.
- To ensure that all information is stored accurately, updated when required and made available to those who require it in a timely manner.
- To answer and respond to telephone enquiries and correspondence within the required timeframes.
- To act as a minute taker for those meetings you are allocated by your Line Manager.
- To be part of a multi-tasked administrative team, to provide a service to the women and colleagues at HMP and YO1 Bronzefield as a whole. This will include providing cover for other areas of administration as requested.
- To comply with the requirements of the Offender Management Act.
- To carry out any other reasonable request(s) made by the Bronzefield Management Team.
- To participate in training as required in order to keep up to date with all mandatory and refresher training.

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.

- Ensuring that the policies and practices are carried out within the guidelines.
- All records maintained and completed within specified legal requirements where appropriate and in accordance to any prison service order and instructions where applicable.
- Work directly with different departments to ensure operational requirements are met.

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

Essential

- 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
- Attention to detail and accuracy
- Knowledge or experience of customer experience service delivery
- Be able to demonstrate excellent interpersonal skills
- Flexible in approach
- To be committed to personal development

Desirable

- A Health, social welfare or voluntary sector experience
- Knowledge of the English legal system

Other Information

- You may be required to work in an alternative administration role time to time
- You will be required to participate in staff rotation
- Attend any training as and when required

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

- Rigorous management of results
- Innovation and change
- Growth, Client and Customer Satisfaction, quality of services provided
- Competencies relevant to the level of skill required for this post will be tested as part of the recruitment process.
- There may be times that additional hours will need to be worked, due to the nature of our business.

9. Management Approval – To be completed by document owner

Version	1	Date	March 2024
Document Owner	Dev Muniah		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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