

## JOB DESCRIPTION

Job Ref.:

**Job Title:** Administrator

**Grade:** Band 2

**Review Date:**

**Location:** HMP Norwich – Travel across Norfolk and Suffolk will be required.

**Hours:** Full-Time

**Responsible to:** Team Manager

**Department:** Through the Gate

**Responsible for: People:**

None

**Budget:**

None

**Physical Resources:**

None

### Key Relationships/Functional Links:

Relevant Agencies and NSCRC Colleagues

### Overall Purpose:

To provide administrative support for the Norfolk and Suffolk CRC Prison team across the region. To undertake a range of office-based, meeting-setting and facilities monitoring tasks.

To contribute to ensuring compliance with systems and procedures, standards and performance targets relating to the administrative functions.

### Main Responsibilities:

1. Providing general administrative support such as organising work, record keeping and communicating information using office systems and equipment
2. Manage, organise, develop and update the Client Database
3. Collect and collate data as required, including monthly monitoring
4. Develop and maintain effective and efficient administrative and office systems, including filing and recording systems.
5. Process all relevant internal and external correspondence, on day of rota – i.e. Tue & Fri.

6. Accesses emails regularly and distribute messages promptly. Prepare and send emails as required.
7. Retrieving any messages left on answer-phone and relaying to other members of staff.
8. General support to Responsible Officers and Manager when necessary
9. Order and Maintain stationery requirements as necessary, inform team when goods arrive.
10. Manage the Team Diary & the Weekly Movements Sheet
11. Undertake routing administrative duties including photocopying, laminating, binding, distribution of notices etc.
12. To carry out all similar tasks as directed by the Manager.
13. Develop good relations with other teams within across the CRC and contribute to the development of a positive and successful team.
14. To fully co-operate with prison/ probation security requirements in all the establishments that the project may access.
15. To attend meetings as directed by the team manager including team meetings and relevant prison service meetings.
16. To contribute to the implementation of Norfolk and Suffolk CRC policies and procedures.
17. To carry out other similar tasks as directed by the manager.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and the grade has been established on this basis.

### **Job Evaluation**

This job description has been compiled to allow the job to be evaluated using the Probation Service scheme. Any significant changes in this job description will be discussed with the post-holder in the first instance and may result in the post being re-evaluated under the scheme.

### **Equal Opportunities**

The post-holder is required to carry out the duties outlined in this job description in accordance with the Trust Equal Opportunity Policies. The Norfolk & Suffolk Community Rehabilitation Company is committed to equality of opportunity and the promotion of diversity in the delivery of its services and employment practices. It is the responsibility of every Employee to treat every individual we come into contact with through our work with dignity and respect and to work towards eliminating any unlawful or other improper discrimination.

### **Health & Safety**

The post-holder is required to carry out the duties outlined in this job description in accordance with National and Company Health & Safety Policies and Legislation. It is the duty of every employee whilst at work to take reasonable care for the Health and Safety of themselves and other persons

who may be affected by their acts or omissions. Any concerns should be raised immediately through line-management structures and the Job-holder is expected to contribute to any risk assessment.

### **Confidentiality & Professionalism**

It is the duty of every employee to maintain confidentiality and professionalism with all aspects of their work; acting in accordance with the values and objectives of the Probation Service.

### **Budget Responsibility**

Whilst this post does not require the post holder to take personal responsibility for a budget, all NSCRC employees are required to be aware of the need to control expenditure and provide a cost effective service in all that we do.

### **Conditions of Service**

*Security Check:* Any appointment is subject to security clearance from the Prison Service.

## PERSON SPECIFICATION

Strong IT skills including proven experience of using Word, Excel and Outlook in similar work environment. Ability to work with case database on a day-to-day basis	<b>Essential</b>
Proven experience of using search engines on the internet such as 'Google'.	<b>Essential</b>
To have good organisational and communication skills, particularly in relation to managing queries.	<b>Essential</b>
Strong attention to detail and proven ability to produce accurate work	<b>Essential</b>
Not overwhelmed by routine and works systematically.	<b>Essential</b>
Ability to work on own initiative or with little supervision, escalating to a higher level where appropriate	<b>Essential</b>
Ability to set priorities whilst working under pressure and completing tasks on time	<b>Essential</b>
Ability to develop and maintain filing, database and recording systems.	<b>Essential</b>
Awareness of and commitment to equal opportunity and diversity practices and policies, and ability to promote diversity and treat colleagues and clients fairly and with respect	<b>Essential</b>
Ability to maintain confidentiality where appropriate.	<b>Essential</b>
Understanding of the issues facing prisoners before and after release.	<b>Desirable</b>
Experience of working in a prison environment.	<b>Desirable</b>