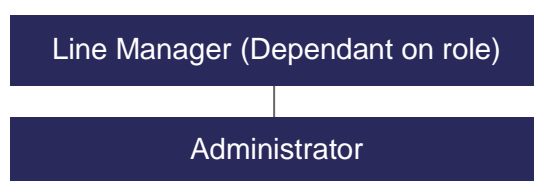


JOB DESCRIPTION

Position Title	General Administrator	Department	Dependant on role
Generic Job Title	Administrator	Segment	SJS
Team Band	Unbanded	Location	HMP Northumberland
Reports to	Line Manager (dependant on role)	Office / Unit name	HMP Northumberland

ORGANISATION STRUCTURE



Job Purpose

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.

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.
- Build relationships with key internal and external stakeholders.
- Any other additional accountabilities for your role (see attached accountabilities)

Key Performance Indicators (KPIs)

- 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

Dimensions

Financial	
Other	

Skills, Knowledge, Experience and Competencies

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

Desirable

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

Competencies

- Working with others
- Planning and organising
- Resilience
- Continuous improvement
- Results orientated

Contextual or 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.

Version		Date	
Document owner			

Accountabilities

Compliance Auditor

- Contribute to the development of, and carry out allocated tasks arising for a risk based self audit process and develop procedures based on the Contract, current legislation and all appropriate Prison Service Orders.
- Abide by the Corporate strategic directions, Contract Delivery Indicators, MoJ/NOMS service specifications and all appropriate Regulations and Health and Safety Policies.
- Collate data from the prison Management Team on the performance of the Prison against the Contract.
- Analyse the data and provide a commentary for the Compliance and Senior Management Team identifying all potential problems and issues.
- Contribute to assessing the impact on the prison of any changes to the Contract or MOJ policy and procedures in discussion with the Compliance Manager.
- To maintain the system to develop the Local Operating Procedures and to co-ordinate the review/alteration/amendment process.
- Co-ordinate all external and independent audits.
- Provide reports and a detailed analysis of the key performance targets.
- Coordinate contractual reporting for the Compliance Team.
- Manage and coordinate allocation and responses to Correspondence.
- Manage the prisoner Request & Complaint system.

General Administrator

- 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.

Industries Analyst

- Ensure prisoner numbers in work are at the required level through controlling allocation to work
- Collate data in relation to attendance and hours worked and monitor performance against contractual requirements
- Process orders for supplies and stock required for prison industries.
- Control logistics of raw materials and finished goods in tune with delivery and collection.
- Check deliveries into industries stores.

Details Admin

- Prepare daily detail sheets and circulate to all areas to ensure adequate provision of staff cover for operational needs.
- Prepare annual leave sheets for operational staff
- Update the sickness absence of employees and provide relevant managers with the necessary information ensuring that any identifiable action is brought to the attention of the HR Business Partner.
- Communicate with operational units, both face to face and over the telephone, to ensure appropriate cover provided.
- Maintain a system for the effective allocation/monitoring of operational staffs leave/TOIL.
- Collate and prepare monitoring information for monthly reports.
- Operate the IT functionality in use to manage staff detailing.

Accounts Assistant

- Assist in the month end procedure, business planning, forecasts and budgeting
- Carry out monthly payroll reconciliation in liaison with the Human Resources Business Partner
- Responsible for all administrative duties as required by the Business Manager, ensuring the function is run efficiently and cost effectively
- Manage cashiers and take responsibility for daily reconciliations of the prisoner finance
- Deputise for the Head of Finance/ Business Manager as required

Cashier

- Manage the process to ensure prisoners are paid promptly in accordance with policy and practice.
- Ensure all advances and deductions from prisoner accounts are kept up to date.
- Carry out all cashiering duties in accordance with SJS policy and the PSI where relevant
- Keep accurate records of all outgoing money is accurately as required.
- Ensure prisoner TV rentals are kept up to date.
- Ensure all new Receptions cash is recorded on the system accurately and in a timely manner.
- Oversee the process to release prisoner monies and travel warrants upon their release.
- Adhere to all management information requests and external and internal auditing standards.
- Responsibility of managing prisoner property from reception through to discharge

HR Admin

- Administration of recruitment for internal and external applications including arranging interviews and liaising with People Centre,
- Administration of security forms for new starters.
- Recording and monitoring of absence (sickness, annual leave, compassionate leave, etc).
- Assist with scheduling and preparation of training materials.
- Monitoring and recording all training related data including attendance records and results.
- Note taking responsibilities during one to one staff consultation meetings during mobilisation transition stages.
- Coordinate and administer in-house and external training, including scheduling and providing pre and post course documentation.
- Develop and maintain accurate records of all training taking place within the facility using established HR IT systems providing regular reports.
- Provide support to managers and employees with queries.
- Ensure paperwork is held and destroyed according to Data Protection regulations.

Offender Admin

- Calculation of ADA's following adjudications.
- Calculation of fine payouts.
- Calculation of release dates.
- Check validity of Prisoners warrants.
- Coordinate all reports for Lifer prisoners as required.
- Coordinate the OCA process in liaison with key departments across the prison.
- Deal with Home Office and Police Productions.
- Effectively manage the parole process in line with PSO 6000 and Home Detention Curfew process in line with PSO 6700.
- Ensure secure storage of Prisoners Records and Warrants including efficient archive and retrieval systems.
- Ensure that all in scope offenders are identified. Ensure that all information is stored accurately, updated when required and made available to those who require it in a timely manner.
- Ensure the timely release of bailed Prisoners.

- Enter and/or amend all Prisoners details on CMS & LIDS.
- Liaise with Offender Manager's/Supervisors both within the prison and in the community.
- Liaise with staff at courts.
- Maintain and process documents to be served on Prisoners and appeal documents.
- Part of a multi-tasked administrative team, to provide a service to the prison as a whole. This will include providing cover for other areas of administration where requested.
- Process Lodge Warrants.

Intelligence Analysts

- Establish trends and patterns from information received.
- Identify any weakness in security procedures and areas of high risk.
- Implement the prisons Intelligence Management Framework.
- Ensure all procedures follow national guidelines and local policy.
- Maintain all Intelligence data bases and networks effectively.
- Ensure that relevant information is passed appropriately to line management.
- Enter intelligence onto data fields correctly, making interrogation straightforward and accessible.
- Produce charts with all relevant intelligence data.
- Attend meetings with senior personnel and discuss complex data and information.

Security Admin

- Manage prisoner pin phone requests.
- Conduct routine and random monitoring on telephone calls made by prisoners, as authorised.
- Abide by the Safeguards Document issued by IOCCO.
- Collate statistics and prepare reports as required when authorisations are reviews.
- Maintain accurate records of calls intercepted.
- Contribute to the Security Intelligence Cycle as appropriate.
- Part of a multi-tasked administrative team to provide a service to the prison as a whole.
- Maintain and administer local security systems and processes
- Administer the local security strategy
- Support the preparation of incidents and other unit specific reports.

Stores Admin

- Covers OSO duties when on leave or sick (includes deliveries/collections to house blocks, pulling HB orders making up bedding packs.
- Covers Senior Stores Administrator duties when on leave or sick, mainly confined to stock reordering and responsible for supervising OSO's daily duties. Answers queries with knowledge gained within department.
- Ensures stores tools numbers are correct and checklists are submitted weekly and on time.
- Unloads vehicles and will use fork lift truck when and where required.
- Arranges external deliveries/collections with couriers when required.
- Deals with prisoner clothing applications and details recorded onto Excel.
- Sources new materials when required.
- Logging daily stock movements to departments on stores spreadsheets
- SAP for raising Purchase Requisitions, Purchase Orders, Receiving goods, expediting
- orders and investigating causes of late invoice payments by means of SAP parked invoice module. Cycle counting to ensure stock levels are correct, and investigates discrepancies.
- Liaises with PHS waste disposal to organize site visits, and escorts PHS personnel when on site.
- Assist in the production of management information, regular reports, establish trends and patterns from information received.
- To work closely and co-operate with colleagues in other areas to ensure the safe and smooth running of the prison.