

# Job Description

**Job Title:** Operational Support Assistant

**Grade:** Band 2

**Location:** Hawke Street (Sheffield), Churchfields (Barnsley), Amberley Court (Rotherham), Church View (Doncaster) – with a requirement to travel to all SYCRC locations

**Responsible to:** Operational Support Officer

## Summary of Main Duties & Responsibilities

Item	Duty/Responsibility
1	Represent the organisation by developing positive relationships both face to face on Reception and via telephone. Preparing for and receiving all visitors to CRC premises responding as appropriate. This includes ensuring all visitors sign in and out and visitor badges are provided.
2	Provide early morning and late night reporting cover for reception and administration.
3	Receiving incoming calls, screening and transferring calls as required. This includes using initiative to respond or obtain further information, taking messages and passing on information in a timely manner.
4	Take responsibility for a wide range of delegated tasks including the maintenance and updating of key operational documents, registers and databases including: <ul style="list-style-type: none"> <li>• Case allocation</li> <li>• Scheduling offender appointments</li> <li>• Generating offender outline Achievement Plans</li> <li>• Monitoring offender attendance</li> <li>• Preparing breach and risk escalation files</li> <li>• Induct offenders into use of Kiosks</li> <li>• Kiosk Management</li> <li>• Incoming and outgoing mail</li> <li>• Liaison with Community Payback Service Users and Beneficiaries to check the attendance of Service Users</li> </ul>

Item	Duty/Responsibility
5	Having an understanding of risk and reporting any areas of concern in relation to offenders and report any concerns to the Authorised Officer or Duty Manager.
6	Input, analyse and maintain accurate data and systems.
7	Deal with requests and enquiries using own initiative to reply or obtain further information including checking sources of information from offenders and partners such as NPS, Police, Adult and Children Services.
8	Liaise with external and internal stakeholders and partners as required.
9	Organise, service and take minutes for meetings as required. This includes managing room bookings, diary management, appointments for partners and offenders, staff and management rotas.
10	Develop and implement administrative systems which support the business.
11	Maintain filing systems including those of a confidential nature, in a timely manner to ensure all working files are up to date and prompt and efficient retrieval of information can be achieved.
12	Be the first point of contact for reporting jobs to facilities management.
13	Responsible for ensuring reception area, interview rooms, meetings rooms and offices are kept to a satisfactory standard, reporting any issues to facilities management.
14	Administer petty cash in line with SYCRC procedures.
15	Compliance with Information Security Policies.
16	When covering front facing reception, there may be a requirement to wear a "uniform" to represent the CRC.
17	<p>Contribute to the improvement of service delivery</p> <ul style="list-style-type: none"> <li>(a) Establish, maintain, and enhance effective working relationships, with colleagues, managers and other agencies.</li> <li>(b) Share responsibility with the employer for personal professional development through appraisal, supervision and essential or desired training opportunities.</li> <li>(c) To promote diversity and equality for staff, offenders and members of the public</li> <li>(d) To model the Values and Behaviours of the SYCRC</li> </ul>

Item	Duty/Responsibility
18	Any other duties as may be required from time to time commensurate with the grade and in line with South Yorkshire Community Rehabilitation Company policies.