

Job Description

JOB TITLE: **Administrator**

RESPONSIBLE TO: **Hub Administrative Manager**

PURPOSE OF JOB: Provide general administration support across a number of areas within the business with a lead on supporting Partnership activity and monitoring Housing and Employment outcomes.

BAND: **NNC Band 2**

DATE REVIEWED **6th March 2017**

REVIEWED BY: **Doug De-St-Aubin**

General values

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

Main Responsibilities:

- Take responsibility for a wide range of delegated tasks including the maintenance and updating of key operational documents, registers, databases etc
- Input, interrogate and maintain housing and employment data across the whole of BeNCH
- Monitor performance of Housing and Employment measures providing remedial advice to staff and management information
- Deal with requests or enquiries using own initiative to reply or obtain further information, dealing with issues as appropriate
- Liaise with internal and external stakeholders and partners, including organising, servicing and taking minutes for meetings as required.
- Develop and implement administrative systems that support operational business
- Maintain electronic filing systems, including those of a confidential nature, in a timely manner to ensure all working files are up to date and prompt, efficient retrieval of information can be achieved
- Develop positive relationships, including preparing for and receiving visitors, representing the organisation
- Collate papers and information
- Check and verify sources of information (Police, Childrens Services, Employers, Housing Providers etc.)
- Schedule appointments
- Correspondence

- Manage staff diaries
- Manage room bookings
- Telephone contact with service users and other agencies
- Reception cover
- Maintain a database of partner points of contact

General Responsibilities:

- 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

The post holder will at all times

- Undertake such other duties which may appropriately be delegated by the Service.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post.
- Carry out his/her duties with regard to the organisation's policy on Equal Opportunities
- Use IT equipment and software as required
- Ensure that the Health & Safety standards required by the organisation are met in the workplace

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 BeNCH CRC policies and procedures

Person Specification

		Essential	Desirable
1.	Organised and able to work to clearly defined processes	X	
2.	Operate to tight deadlines	X	
3.	Attention to detail. Ability to check and validate accuracy of information	X	
4.	Excellent IT skills incl. Excel	X	
5.	Good interpersonal skills in dealing with staff and service users in a calm and professional manner	X	
6.	Resilient and able to de-escalate conflict effectively	X	
7.	Good team working skills	X	
8.	Performance & outcome focused, strive to achieve results	X	