

JOB DESCRIPTION

Norfolk & Suffolk
Community Rehabilitation Company



Job Title:	Administrator
Reporting to:	Team Manager
Grade:	Band 2
Hours:	21 hours temporary maternity cover until January 2019 – with some flexibility around hours possible to fit around prison schedules; and job share will be considered
Location:	HMP Norwich
Overall purpose:	<p>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.</p> <p>To contribute to ensuring compliance with systems and procedures, standards and performance targets relating to the administrative functions.</p>

Duties and 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.

PERSON SPECIFICATION

Essential:

1. 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
2. Proven experience of using search engines on the internet such as 'Google'.
3. To have good organisational and communication skills, particularly in relation to managing queries.
4. Strong attention to detail and proven ability to produce accurate work
5. Not overwhelmed by routine and works systematically.
6. Ability to work on own initiative or with little supervision, escalating to a higher level where appropriate
7. Ability to set priorities whilst working under pressure and completing tasks on time
8. Ability to develop and maintain filing, database and recording systems.

9. 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
10. Ability to maintain confidentiality where appropriate.

Desirable

1. Understanding of the issues facing prisoners before and after release.
2. Experience of working in a prison environment.

Conditions of Service

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