



National Offender Management Service

HQ Job Description (JD)

Band 3

Directorate: Commissioning & Commercial

Job Description: Diary & Admin Hub Support Officer to Director/Deputy Director/Head of Group

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HQ Job Description

Job Title	Diary & Admin Hub Support Officer to Director/Deputy Director/Head of Group
Group / Directorate	Business Support Unit / Commissioning & Commercial
Band	3

Overview of the job	<ul style="list-style-type: none"> To manage the Director/HoG/Unit's diary on daily basis To provide general administrative support to Director/HoG/Unit's and their SMT's Directly line managed by the Business Manager to Director/HoG/Unit Based in NOMS HQ, London This is not an operational role
Summary	<p>The post holder is required to provide daily diary management and general administrative support to the HoG/Unit/Director and general admin support to SMT. This will necessitate the ability to prioritise meetings and manage the diary in the most efficient and practical way. Interaction with internal and external stakeholders will be required. The preparation of papers for meetings will be required along with other general administrative tasks such as taking minutes, photocopying, and vetting.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> Anticipate and identify potential problems in relation to issues arising within the diary, particularly when priorities can change at very short notice. Use own initiative to undertake action to minimise disruption to the scheduled workload. To be responsible and provide a high level of administrative support to Director/Deputy Directors/Heads of Group/Unit Accountable for the diary management for the Director/Deputy Directors/Heads of Group/Unit and SMT where required, maintaining regular updates of appointments, ensuring preparation for meetings As the Diary Manager to the Director/Deputy Directors/Heads of Group/Unit you will be responsible for the smooth day to day running of the Diary To maintain a high level of confidentiality at all times Ensuring prompt and effective communication between Director/Deputy Directors/Heads of Group/Unit and stakeholders, the organisation, private office etc Maintaining and managing the Outlook contacts with relevant contacts from stakeholders, private office, and internal staff Accountable for updating various databases to ensure important/relevant information are captured for the unit e.g. leave sheets, staff movement sheets, etc Provide flexible cover to assist Directors/Head's of Group/Unit Business Managers or Groups within DCC as requested Provide general administrative support to the Director/Deputy Director/Head/Unit of Group's Business Manager to include collation of data and responses to stakeholders as requested Maintain the meeting room diary, ensuring all facilities are available Arrange meetings, including preparation work, taking minutes/notes and writing up the minutes to a high standard Arrange timetabled meetings, keeping attendees updated of any changes Ensure all files, records and correspondence are saved and stored appropriately. Electronic information should be filed/stored in accordance with HERM (Headquarters Electronic Records Management) Provide general administrative support to other functions within the DC&C. <p>Duties carried out will be driven by the requirement of that function</p>

	<ul style="list-style-type: none"> Act as a Vetting Contact Point for the directorate, verifying vetting documents, signing, copying, filling in forms and submitting onto the SSC to be processed <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>
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Competencies	<p><i>When there is a need to recruit to this post, competencies will need to be defined by the Recruiting Manager.</i></p> <p><i>The 4 Competency Framework clusters and their respective 15 competency indicators are shown below:</i></p> <p>Setting Direction</p> <p>Changing & Improving:</p> <p>Delivering Results:</p> <p>Delivering at pace:</p> <p>Engaging People:</p> <p>Leading & Communicating: Collaborating & Partnering</p> <p>NOMS Specific Skills and Behaviours:</p> <p>Showing drive and resilience</p> <p>Achieving a Safe, Decent and Secure Environment; Showing Drive and Resilience; Caring; Persuading and Influencing; Acts with Integrity</p> <p><i>In choosing competencies to recruit to, the recruiting manager should select around 4, but no more than 6 competency areas to include in the advert.</i></p> <p><i>There may be additional professional competencies a Recruiting Manager will also need to include if recruiting for one of the designated Civil Service Professions e.g. HR, Health & Safety, Statistical Service, IT.</i></p> <p><i>Please refer to the Civil Service Learning Portal – Professions Page for further details.</i> https://civilservicelearning.civilservice.gov.uk/learning/</p> <p><i>NB: you need to be registered on Civil Service Learning to access the portal pages.</i></p>
Minimum Eligibility	<ul style="list-style-type: none"> All candidates are subject to security and identity checks prior to taking up post All external candidates are subject to 6 months probation. Internal candidates are subject to probation if they have not already served a probationary period within NOMS All staff are required to declare whether they are a member of a group or organisation which the Prison Service consider to be racist
Essential Skills/Qualifications/Accreditation/Registration	<ul style="list-style-type: none"> Good working knowledge of Microsoft Office suite, particularly Word and Outlook Sound communication skills, both written and oral Well organised and able to prioritise workload Able to work in a flexible way as part of an administrative team Vetting Contact Point training - essential

Hours of Work and Allowances	
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