



HM Prison & Probation Service

HQ Job Description (JD)

Band 3

Directorate: Central Operational Services

Job Description – Specialist Admin Support – Order Management

Document Ref.	HQ-JES-1179 Specialist Admin Support – Order Management v2.0
Document Type	Management
Version	2.0
Classification	Official
Date of Issue	31/08/21
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Specialist Admin Support – Order Management
Directorate	Central Operational Services
Band	3

Overview of the job	<p>Responsible for customer service ensuring order and enquiries are handled in a proper and prompt manner. Directing enquiries to the correct member of staff.</p> <p>Responsible for maintaining order processes, updating order records and spreadsheets, chasing production teams when orders appear to be running late and keeping customers fully informed.</p> <p>Updating IT order management systems. Collecting, collating and inputting of specialist management information in relevant spreadsheets and databases.</p> <p>Reporting to the Specialist Administration Hub Manager, Public Sector Prison Industries.</p> <p>This post is national.</p> <p>The role has no Line Management Responsibility.</p> <p>This is a non-operational role.</p>
Summary	<p>Provide Customer Services support to PSPI customers.</p> <p>Responsible for the administration of order processing for PSPI sectors including Engineering, Textiles, Printing, Woodwork, Plastics, Land Based Activities and Waste Management.</p> <p>Manage the maintenance of the IT systems ensuring they provide an accurate picture of each order's progress.</p> <p>Using the ProAct warehouse computer system participate in the transaction of orders and participating in the stock replenishment process.</p> <p>Manage the product and component price lists ensuring all IT systems are current and up to date.</p> <p>Provide specialist support to sector leads and customers on SOP processes including invoice management. You may be required to act as a GPC cardholder.</p> <p>Monitor and maintain the functional mailboxes as required.</p> <p>Maintain the visits log for PSPI establishment visits and producing the monthly report.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Customer Support Responsible for the Engineering, Printing, Textiles, Woodwork, Plastics, Land Based Activities and Waste Management industries ensuring that:</p> <ul style="list-style-type: none"> The customer is provided with an appropriate response, if unable to provide an immediate response then a follow up call or e mail is provided within 2 working days.

- The Customer Feedback procedure is used to ensure that responses are received within 10 working days.
- All e-mails are answered or referred within 2 working days.
- Functional mailbox procedure is followed allowing its efficient management.
- Provide specialist support to customers for SOP processes including invoicing and returns.

Order Processing

Manage the processing of customer orders for Engineering, Textiles, Plastics and Woodwork products ensuring that:

- Monitor the functional mailbox and orders coming in through e-procurement platforms, ensuring these are acted upon within one working day.
- Manufacturing orders are raised and passed to nominated establishment within 5 working days of receiving the customer order.
- Ensure all orders transacted via SOP or GPC are correctly recorded on the appropriate spreadsheets and all policies and procedures linked to expenses and finance are adhered to.

Database Management

Manage the maintenance of the IT systems ensuring they provide an accurate picture of each order's progress. This includes ensuring that:

- The correct prices are entered onto the system when the order is placed.
- Information relating to planned shipment date provided by manufacturing establishments is entered onto the system.
- Information from the Pro-Act hard charging reports is used to update date to customer field.
- Once an order has been notified as delivered the order is closed on the database.
- Collate monthly claims forms and maintaining the claims spreadsheet.
- Produce monthly reports for orders that are overdue, and once these orders have been notified as delivered, the order is then closed on the database.

Stock Replenishment

Participate in the stock replenishment process including:

- Using the ProAct warehouse computer system to participate in the liaison with NDC Branstons ensuring prompt transaction of stock into and out of stores based on orders or instructions received from our partners.
- As instructed generate the necessary iProcurement requisitions for authorisation allowing the replenishment of stock.

Management Information

The job holder will be required to assist in collecting, collating and inputting specialist management information in relevant spreadsheets and databases.

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.

An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.

Behaviours	<ul style="list-style-type: none"> • Managing a Quality Service • Delivering at Pace • Making Effective Decisions • Working Together • Seeing the Big Picture • Changing and Improving
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	<ul style="list-style-type: none"> • Trained as a requester on I Procurement
Technical Requirements	
Ability	<ul style="list-style-type: none"> • Proficiency in: Excel, Word, and Outlook • Confident telephone manner

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 HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Managing a Quality Service		Proficiency in: Excel, Word, and Outlook	Trained as a requester on iProcurement	
Delivering at Pace		Confident telephone manner		
Making Effective Decisions				
Working Together				
Seeing the Big Picture				
Changing and Improving				