



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

Group Family: Generic -Administration

Job Description: Administration Manager

Document Ref.	HQ-JES -2139 Generic – Administration Manager v2.0
Document Type	Management
Version	2.0
Classification	Official
Date of Issue	17/07/19
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

HQ Job Description

Job Title	Administration Manager
Directorate	Generic - Administration
Band	5

Overview of the job	The post holder will manage the administrative processes, overseeing the management of business processes ensuring data integrity, adhering to financial principles, policy and procedures. The role is responsible for managing the delivery of specialist administration systems that support the work of the Unit. The role will require line management responsibilities of a small team.
Summary	The post holder will manage a small team which will provide professional and efficient secretarial, administrative, organisational and information management support. The post holder will be responsible for development and maintenance of comprehensive administrative processes. The post holder will manage the process for initial point of contact for queries and requests. They will monitor responses to requests for information and data, ensuring they comply with MOJ and HMPPS information sharing protocols and government legislative requirements. The post holder also undertakes a variety of specific activities and duties, for which they are held personally accountable, commensurate with their grade.
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Responsible for the creation, implementation and maintenance of all specialist administrative services, processes and systems that underpin the delivery of business objectives • Responsible for compiling first draft replies to Ministerial and non-ministerial correspondence. • Manage a team of administrative staff where required, including line management and supervisory responsibilities • Manage resources to deliver the activities within their area of responsibility and contribute to the short to medium term business planning process • Provide monthly information reports/data, with an emphasis to check it's accuracy and to track and explain/rectify any variances/errors and in a user friendly way • Support in the coordination of documents and stakeholder input • Provide assistance to ensure directorate is compliant with procedures • Provide support for any ad hoc work requested by groups. This can vary in terms of volume of work and complexity, ranging from distribution of information to helping to organise large scale events/workshops 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.

Behaviours	• Changing and Improving • Working Together • Managing a Quality Service • Delivering at Pace • Leadership • Communicating and Influencing
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these. Good communication skills and the ability to communicate at all levels of the organisation
Technical requirements	Good working knowledge of Microsoft word, excel
Ability	

Minimum Eligibility	• 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	
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Success Profile

Behaviours	Strengths	Ability	Experience	Technical
	It is advised strengths are chosen locally, recommended 4-8		N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	
Changing and Improving			Good communication skills and the ability to communicate at all levels of the organisation	Good working knowledge of Microsoft word, excel
Working Together				
Managing a Quality Service				
Delivering at Pace				
Leadership				
Communicating and Influencing				