



HM Prison & Probation Service

Job Description (JD)

Band 3

Group Profile – Business Administrator

Job Description – BA: Prison Digital Services Administrator

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Job Description

Job Title	BA: Prison Digital Services Administrator
Group Profile	Business Administrator
Organisation Level	Delivery 3-4
Band	3

Overview of the job	<p>This is a rotational, non-operational job role based in a single prison establishment. The job holder will support the successful management and ongoing support of in-cell technology and digital services (laptops and associated accessories) and will work under a Digital and Communications Manager. The role will have no line management responsibility but will require the job holder to support orderlies in completion of assigned responsibilities. The technology and related work will release time for staff to better relations with residents.</p>
Summary	<p>The job holder's responsibilities are the on-site management of devices including transporting devices around the site to incoming and outgoing residents, providing basic administrative support and troubleshooting for users, supporting users with adoption of technology and training operational staff members, supporting continuous improvement efforts, and supporting the creation of local digital communications content.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities and duties (as well as providing holiday or emergency cover for the Prison Digital & Communications Manager when required):</p> <p>Asset Management:</p> <ul style="list-style-type: none"> • Providing management of in-cell related technology on-site, including device ordering and maintenance of local stock levels. • Supporting joiners, movers and leavers by transporting devices and accessories around the site. <p>Technical Support:</p> <ul style="list-style-type: none"> • Providing basic digital and technology administrative support and troubleshooting, responding to resident apps in a timely manner and escalating to technical support teams as required. • Adding new staff members to the Unilink system and ensuring staff are trained in creating, publishing and sharing results of resident surveys. <p>User Management:</p> <ul style="list-style-type: none"> • Overseeing the delivery of digital and tech responsibilities of orderlies. • Ensuring proper, safe, and secure use of technology, supporting adoption and training across all user groups on site.

	<ul style="list-style-type: none"> • Regularly collecting feedback from staff and residents to pass to content and tech teams on how best to improve digital and technology services. • Supporting the Digital and Communications Manager with the running of the Digital Change Network, to support adoption and proper usage. • Work with members of the central and on-site security teams to secure devices that are suspected to have been tampered with. <p>Local Digital Communications Support:</p> <ul style="list-style-type: none"> • Uploading content to the Hub using Drupal, ensuring government and industry good practice guidelines are adhered to in all communications. • Supporting in the creation of high-quality written, visual and audio content, including supporting residents and staff to create content. <p>The post holder is also required to promote HMPPS behaviours e.g., promote diversity, decency, safety and reduce re-offending agendas.</p> <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> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
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Behaviours	<ul style="list-style-type: none"> • Managing a Quality Service • Working Together • Communicating and Influencing • Delivering at Pace • Changing and Improving
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Understanding of a prison Operating environment <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working within a prison establishment • Experience working with Digital and Technology
Technical	Job holders do not require technical expertise for this role, but any experience will be beneficial.

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <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	37 hour working week.
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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			Essential Understanding of a prison Operating environment	Job holders do not require technical expertise for this role, but any experience will be beneficial.
Working Together			Desirable Experience working within a prison establishment	
Communicating and Influencing			Desirable Experience working with Digital and Technology	
Delivering at Pace				
Changing and Improving				