



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 3

Directorate: National Probation Service

Job Description: Diary Manager (Division, Function & Cluster)

Document Ref.	NPS-JES-0048_ Pay Band 3 Diary Manager (Division, Function & Cluster)_v4.0
Document Type	Management
Version	4.0
Classification	Unclassified
Date of Issue	04/07/19
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

NPS Job Description

Job Title	Diary Manager (Division, Function & Cluster)
Directorate	National Probation Service
Band	3

Overview of the job	This is an administrative role in NPS Divisional headquarters, clusters and functions and reports to the NPS Deputy Director or Head of Operational Function as appropriate
Summary	<p>The role is to provide secretarial and administrative support to the Deputy Director or Head of Operational Function by acting as the primary point of contact and assisting in the management of the day to day running of the division, function or cluster through the key tasks of diary coordination, compilation of correspondence and documents and the organisations of meetings and other engagements.</p> <p>The job holder will have no line manager responsibilities</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Manage Deputy Director or Head of Operational Function's Diary</p> <ul style="list-style-type: none"> • Supporting the Deputy Director or Head of Operational Function in meeting business requirements by supporting them to resolve conflicting demands in planning schedules • Efficient maintenance of the Deputy Director or Head of Operational Function's diary ensuring that time management is optimised • Acting as the first point of contact for the Deputy Director or Head of Operational Function, using initiative and responding to and/or directing queries to the relevant parties • Acting as a screening point for the Deputy Director or Head of Operational Function's telephone calls, general correspondence and e-mails, highlighting priority work and responding to queries using an understanding of Probation service delivery and the partnership map • Providing a full range of secretarial and administrative support and assistance to the Deputy Director or Head of Operational Function, producing a range of material from correspondence to complex confidential reports • Developing and maintaining comprehensive and up-to-date electronic and manual filing systems which support the operational delivery of Probation services and are effective in storing and retrieving key data • Support planning and finalising of agendas for meetings, overseeing co-ordination and distribution of paperwork • Taking minutes at senior management meetings and distributing to relevant parties • Liaising directly with internal and external colleagues and partners to deal with enquiries and to co-ordinate appointments and engagements • Keeping up to date with changes in key external partnerships which relate to Probation service delivery • Contributing towards the organisation and coordination of large scale divisional events • Coordination and collation of meetings for internal and external attendees, booking rooms, arranging refreshments, preparing material, greeting visitors etc • Dealing with highly sensitive issues, acting with diplomacy and maintaining strict confidentiality at all times

	<ul style="list-style-type: none"> • Arranging business travel and accommodation for the Deputy Director or Head of Operational Function. <p>Use communication effectively</p> <ul style="list-style-type: none"> • Providing information, feedback and advice • Influencing and persuading • Participate in meetings where appropriate • Using appropriate skills, styles and approaches <p>Enhance your own performance</p> <ul style="list-style-type: none"> • Manage own resources and professional development <p>Use information to take critical decisions</p> <ul style="list-style-type: none"> • Liaise with staff to receive, collate and analyse information, using systems and compiling reports as necessary • Develop and utilise data to identify trends and take appropriate action to maintain and enhance performance • Plan, implement and manage systems for the exchange of sensitive information, data and intelligence <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 alternations 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>
Behaviours	<ul style="list-style-type: none"> • Working Together • Delivering at Pace • Making Effective Decisions • Changing and Improving
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<ul style="list-style-type: none"> • Experience of managing diary of a senior executive • Experience of providing a wide range of management support activities
Technical requirements	NVQ Level 2 or equivalent in a relevant subject (or appropriate practical experience) IT Skills: Microsoft: Word, Excel, Outlook, and PowerPoint
Ability	

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.
Hours of Work (Unsocial Hours) Allowances	37

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Working Together			Experience of managing diary of a senior executive	NVQ Level 2 or equivalent in a relevant subject (or appropriate practical experience)
Delivering at Pace			Experience of providing a wide range of management support activities	IT Skills: Microsoft: Word, Excel, Outlook, and PowerPoint
Making Effective Decisions				
Changing and Improving				