



HM Prison & Probation Service

HQ Job Description (JD)

Band 3

Group Family: Generic - Hub

Job Description: Hub Admin Support

Document Ref.	HQ-JES -2134_Generic – Hub Admin Support_v2.0
Document Type	Management
Version	2.0
Classification	Unclassified
Date of Issue	17/07/19
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

HQ Job Description

Job Title	Hub Admin Support
Directorate	Generic - Hub
Band	3

Overview of the job	The job holder will be required to provide a professional and efficient administrative support service to the Directorate maintaining finance, performance and administrative systems within specified timescales for the Directorate.
Summary	<p>The job holder will undertake a share of the transactional activity associated within the Administration Hub. This includes processing most or all of the following categories of paperwork and inputting data ready for checking and onward transmission to the Hub Manager:</p> <ul style="list-style-type: none"> • Correspondence • Car Hire reconciliation • Fixed and local assets • IT Administration • Training • HR – Entry & Exit Processes • Vetting Contact point • Quantum Point of Contact • Room Bookings • Printing • Procuring goods and services • Absence reporting • IT Administration / Change Request System (CRS) • Distributing Communications to various stakeholder groups
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • To be the first point of contact for general administrative support which will include; dealing with face to face enquiries, booking meeting rooms, projectors, flipcharts, teleconference facilities • To monitor the Directorate's functional mailbox, actioning any issues and where needed logging the request in the relevant folder/spreadsheet • Provide Diary management and administrative support for Senior Managers • To act as the Directorate QPC, logging and processing CRS cases, overseeing the case until completion. • Arrange meetings, including all the preparation work, taking minutes/notes and writing up the minutes to a high standard • Order items from i-procurement system, ensuring forms are completed correctly and in line with policy. • For non-catalogue/ad hoc items the use of a Government Procurement Card (GPC). Receipt procured items with issued Purchase Order numbers • Enter sickness absences on Oracle for staff in the defined work area • Act as Vetting Contact Point, verifying vetting documents, signing copying, filling in forms and sending onto the SSCL to be processed • Deal with problems relating to the facilities in defined work areas reporting any faults with equipment and communal areas for example kitchen • Be required to arrange bulk printing request and distribute to recipients

	<ul style="list-style-type: none"> • Respond to general IT queries and provide basic IT support for the defined area of work and ordering copier supplies through HP (Hewlett Packard) • Act as Directorate SPOC to manage complaints, queries and requests • To be responsible for maintaining distribution lists and distribute all communications to key groups. <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>
Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Communicating and Influencing • Working Together • Managing a Quality Service • Delivering at Pace
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.
Technical requirements	
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	
--	--

Success Profile

Behaviours	Strengths	Ability	Experience	Technical
			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	It is advised strengths are chosen locally, recommended 4-8			
Communicating and Influencing				
Working Together				
Managing a Quality Service				
Delivering at Pace				