



HM Prison & Probation Service

HQ Job Description (JD)

Band 3

Group Family: Generic - Administration

Job Description: Admin Support

Document Ref.	HQ-JES -2137 Generic – Admin Support v2.0
Document Type	Management
Version	2.0
Classification	Official
Date of Issue	17/7/19
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

HQ Job Description

Job Title	Admin Support
Directorate	Generic - Administration
Band	3

Overview of the job	The post holder will be responsible for maintaining administrative processes within specified timescales for their area of work.
Summary	The post holder will provide administrative support within their team / unit / group. Responsibilities include meeting support, collation of routine information, maintenance of databases and ad hoc administrative tasks.
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"> • Organisation of meetings / events, distribution of papers, support taking minutes/notes and writing up minutes • Provides a first line of response to telephone calls to the department and directs callers as appropriate to the relevant member of staff. • Act as first point of contact for general administrative support as and where required. This may involve chasing up outstanding information, updating and closing down cases on the tracking system, retrieving files/ information and interrogating databases to obtain information. • Organise, produce and maintain accurate records for area of work • Act as contact point for all communications to the team. Prioritise and distribute communications to the appropriate person or relevant department • Prepare paperwork for checking by manager, conducting initial checks as required • Act as I-Procurement and Quantum Point of Contact requisitioner • Maintaining, logging and processing documents for the unit within given timeframe. • Monitor the functional mailbox(s) action any issues and where needed log the request in the relevant folder/spreadsheets, • Collate stationary request acting as requisitioner for the group • Maintain and create relevant databases and ensure they contain accurate data , routinely quality assuring them – this can include restricted or confidential information <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 • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.

Essential Experience	<p>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.</p> <p>Good communication skills and the ability to communicate at all levels of the organisation</p>
Technical requirements	<p>Good working knowledge of Microsoft word, excel</p>
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
Changing and Improving	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 Good communication skills and the ability to communicate at all levels of the organisation	Good working knowledge of Microsoft word, excel
Communicating and Influencing				
Working Together				
Delivering at Pace				