



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 2

Directorate: National Probation Service

Job Description: Divisional Training Administrator

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NPS Job Description

Job Title	Divisional Training Administrator
Directorate	National Probation Service
Band	NPS Band 2

Overview of the job	The post holder will be a member of the wider HMPPS Learning and Development (L&D) team but will be based within the National Probation Service (NPS). For day to day and line management purposes, the post holder will report to the Divisional Training Manager or their Deputy. The post holder will provide administrative support to aid in the delivery of probation qualifications at a local level and coordinate associated L&D activities. Regular communications with Divisional hubs, members of the Divisional Training Team and national colleagues to support effective and efficient registration of learners, certification claims, preparation for External Quality Assurer inspections and providing resources for effective training delivery.
Summary	Manage all aspects of administration and co-ordination to support the divisional training team in providing Probation qualifications and L&D activities. Acting as the primary point of contact and assisting in the day to day administration of the divisional training team. Key tasks will include the provision of advice to staff regarding L&D activities, producing data/management information, organising meetings, diary coordination, and compilation of correspondence and documents. This role will be based within a Divisional Training Team.
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Provide general administrative support for the Divisional Training Team including photocopying, typing, amending and processing documents, minute taking and responding to queries using an understanding of Probation service delivery. • Act as a Local Training Coordinator to administer training events on HR systems, ensuring that learner records are up to date and produce reports as required. • Liaise with other L&D teams to organise appropriate venues for local and national training and monitor take up of training delivered by the Divisional Training team. • Analyse training attendance/completion information to produce reports as specified by the Divisional Training Manager to assist in deploying HMPPS L&D resources to meet the requirements of the division. Information needs to be distributed and cohesive to assist clusters in meeting their L&D requirements. • Provide assistance to business managers and divisional hubs to aid in promoting attendance in the divisions and provide advice on learning and development activities. Aid the development of others in building their knowledge the L&D offer. • Maintain divisional records on behalf of the National Centre and adhere to nationally agreed practices to utilise the eportfolio system to register learners on qualifications. • Provide the Divisional Training Manager and National Centre with updates on learner progress and claim certificates for completions and national census information to inform invoices. • Liaise with the National Centre to prepare for External Quality Assurance inspections and maintain Awarding Body compliance with all administrative activities.

	• Develop and maintain comprehensive and up-to-date electronic and manual filing systems which support the team and be effective in storing and retrieving key data. • Co-ordinate and schedule national and locally administered learning events including producing timetables of upcoming training and communications to staff. • Create and maintain relevant databases and ensure they contain accurate data, liaising with appropriate staff as necessary and routinely quality assuring them – this can include restricted or confidential information. • Contribute to the continuous improvement of administrative systems, process and workflows to ensure the team meets its targets. 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. An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.
Behaviours	• Managing a Quality Service • Working Together • Delivering at Pace • Changing and Improving • Making Effective Decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	• Previous administration experience, and experience of providing a wide range of management support activities • Proficiency in use of Excel in order to produce spreadsheets and present data in an accessible format • Evidence of providing support and assistance to colleagues in delivering a quality service. Desirable • Experience of effective communications • Experience of making successful critical decisions • Operational experience of working in a Probation setting
Technical requirements	• NVQ Level 2 or equivalent • RSA III (gained or working towards) or equivalent qualification such as CLAIT Advanced Desirable • GCSE Grade A-C in English and Maths (or equivalent)
Ability	• Microsoft: Word, Excel, Outlook and PowerPoint (or equivalent i.e. Lotus Notes)

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	<i>Leave Blank</i> To be used by the JES Team only
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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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Changing and Improving		IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)	Previous administration experience, and experience of providing a wide range of management support activities.	NVQ Level 2 or equivalent
Making Effective Decisions			Proficiency in use of Excel in order to produce spreadsheets and present data in an accessible format.	RSA III (gained or working towards) or equivalent qualification such as CLAIT Advanced
Delivering at Pace			Evidence of providing support and assistance to colleagues in delivering a quality service.	Desirable GCSE Grade A-C in English and Maths (or equivalent)
Managing a Quality Service			Desirable Experience of effective communications, Experience of making successful critical decisions, Operational experience of working in a Probation setting	
Working Together				