



HM Prison & Probation Service

HQ Job Description (JD)

Band 4

Group Family: Generic – Management Coordinator

Job Description: Management Coordinator to Director

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JD Evidence	

HQ Job Description

Job Title	Management Coordinator to Director
Directorate	Generic - Management Coordinator
Band	4

Overview of the job	To provide general administrative support to the Director and the wider team as required. To ensure the Director gets the support they need in a timely and efficient manner.
Summary	The role is to provide diary management and general administrative support to the Director and the wider team as required by providing a professional and efficient service. The Job holder will be required to prioritise meetings and manage the diary in the most efficient and practical way. Interaction with internal and external stakeholders will be required as well as the preparation of papers for meetings along with other administrative tasks. Job holder will maintain a high level of confidentiality at all times.
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: • Manage diary including co-ordination, appointments for staff, managers, internal, external stakeholders and members of the public. • Anticipate and identify potential problems in relation to issues arising within the diary, particularly when priorities can change at very short notice. • To arrange visits for the Director, including travel and overnight accommodation as required and to keep an auditable spreadsheet of all travel/costs, ensuring value for money in all activities. • To commission and collate information for the Director visits; including Ministerial briefs, reports, information from Heads of Group, information on personnel at the establishment/HQ/Divisions. • To provide prompt accurate and well presented work. Type and amend a range of documents and correspondence from audio/manuscript. Type up Ministerial submissions, correspondence, minutes etc., ensuring that all typing jobs are completed within the deadlines set. • Deal with incoming telephone calls for the Director and deal with basic enquiries as required; answer calls promptly and in a courteous and professional manner. Maintain and develop professional and open avenues of communication both within the Directorate and all internal and external agencies. • Open and register incoming mail for Director and operation of post log. • Maintain a record management and bring forward system that is accessible by others members of the team • Provide other administrative support as and where required such as room bookings, printing, collating, sending out papers for meetings and other practical tasks required • Takes minutes / notes at meetings and writing them up to a high standard 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.

Behaviours	• Making Effective Decisions • Leadership • 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	• 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	
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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	
Making Effective Decisions	It is advised strengths are chosen locally, recommended 4-8			
Leadership				
Communicating and Influencing				
Working Together				
Managing a Quality Service				
Delivering at Pace				