HM Prison & Probation Service

NPS Job Description (JD)

NPS Band Band 2

Directorate: National Probation Service / Regional HQ

Job Description: Admin Officer

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Job Title	Administrative Officer
Directorate	Regional NPS Divisional HQ
Band	2

Overview of the job	This is a divisional administrative role based in the NPS regional office. The job holder reports to the Divisional Support Hub Manager and supports the provision of business specific and transactional office based activities across the regional NPS Division. The job holder works collaboratively with other team members to provide the whole range of administrative support services required. The job holder may be expected to support a number of teams/functions within the operational area and is expected to have sufficient knowledge of at least one other role to be able to offer support and cover during annual leave and sickness absence.
Summary	The purpose of the role is to support the delivery of divisional administrative functions to ensure efficient and effective business support services are provided to the NPS Division. Duties will include: • Production of documents and reports using computer based systems • Maintenance of and contributing to the continuous improvement of administrative systems, processes and workflows to meet Divisional requirements.

Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties:
	
	Business Services support
	• Provide a full range of support services to the NPS Division, which will include the provision of a broad range of administrative functions as determined by the Divisional Support Hub Manager but which may include:
	 ○ **HR**
	  ▪ Absence management recording
	  ▪ Vetting administration and co-ordination
	  ▪ Appraisal, reward and recognition recording
	  ▪ Gift & hospitality register updating
	  ▪ Training administration
	  ▪ Maintaining up to date divisional organisational charts
	  ▪ Health & Safety administrative support
	 ○ **ICT**
	  ▪ Change requests processing
	  ▪ Local information management using established Probation systems
	  ▪ Quantum point of contact
	
	 ○ **Procurement**
	  ▪ I-Proc (requests)
	 ○ **Other**
	  ▪ Assisting with the design, development and maintenance of computerised and manual records
	  ▪ To work closely with the local senior management team to ensure that consistent processes are used within the local Probation teams,
	  ▪ Assisting with the production of core process maps which detail operational Probation processes as well as Corporate Support processes.

	- Processing and recording documents in relation to goods and services - Administering room bookings, meetings and events - Responding to external and internal telephone enquiries and personal callers - Hire Car Booking administration - General Office Administration - Handling printing requests - Circulating Alert office notifications as required - To use keyboard skills to produce and present documentation effectively - To respond to correspondence and queries as required - To record, supply and retrieve accurate data from computerised systems and provide management information to strict deadlines - To organise and store efficiently paper based information - To deal with sensitive and confidential data in accordance with data protection requirements - To work closely with Shared Services to ensure appropriate protocols and procedures are followed **Use communication effectively** - Providing information, feedback and advice - Influencing and persuading - Participate in meetings where appropriate - Using appropriate skills, styles and approaches **Enhance your own performance** - Manage own resources and professional development 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.
Behaviours	- Changing and Improving - Leadership - Working Together - Managing a Quality Service - Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	Demonstrate experience of providing a wide range of business service support activities, and demonstrate previous administrative experience
Technical requirements	NVQ Level 2 or equivalent, and RSA III (gained or working towards) or equivalent qualification such as CLAIT Advanced Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
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.

Hours of Work (Unsocial Hours) Allowances	

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Changing and Improving			Experience of providing a wide range of business service support activities	NVQ Level 2 or equivalent, and RSA III (gained or working towards) or equivalent qualification such as CLAIT Advanced
Leadership			Previous administrative experience	IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Working Together				
Managing a Quality Service				
Delivering at Pace				