



HM Prison & Probation Service

HQ Job Description (JD)

Band 4

Group Family: Generic - Hub

Job Description: Hub Administrator

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JD Evidence	

HQ Job Description

Job Title	Hub Administrator
Directorate	Generic - Hub
Band	4

Overview of the job	The job holder will be responsible for managing administrative processes and supporting staff within their Directorate.
Summary	<p>The post holder will be responsible for ensuring that business specific support is being provided to the group, ensuring they are providing a professional and efficient service.</p> <p>The post holder also undertakes a variety of specific activities and duties, for which they are held personally accountable, commensurate with their grade.</p>
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"> • Liaise with external organisations/agencies to gather information for submissions and briefings for Senior Managers. • Provide administrative support as and where required • Monitor the functional mailboxes for the team/unit, ensuring appropriate responses are collected based on the information / enquiry request within a timely manner. • Act as the central point for the receipt and logging of requests for Ministerial Briefings, responses to Parliamentary Questions (PQ's) and Freedom of Information (FOI) Act requests, Treat Officials' and Health Ombudsman cases. • Arrange conferences / workshops/ away days. • Analyse and act on data collected and produce any relevant reports to show findings and all other documentation for the managers as required • Organise internal and external meetings as required. Provide meeting support including collation of papers, booking meeting rooms, organising teleconference and video conference facilities and minute taking for all meetings as required • Ensure that details of all correspondence/requests for information sent are logged, including timescales for replies. Ensure correspondence to the Directorate is handled and dealt with appropriately • Draft responses to routine correspondence • Undertake ad hoc projects on behalf of the manager / team • Manage and update relevant databases, ensuring integrity of data <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 • Making Effective Decisions • Communicating and Influencing • Working Together • Managing a Quality Service

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.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths	Ability	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
Changing and Improving	It is advised strengths are chosen locally, recommended 4-8			
Making Effective Decisions				
Communicating and Influencing				
Working Together				
Managing a Quality Service				