

**JOB TITLE:** Administrative Manager

**REPORTS TO:** Deputy Heads of Learning and Head of Operations

**RESPONSIBLE FOR:** Managing and developing the administrative processes within the prison workshop

**INTERNAL CONTACTS:** Head of Learning, Case Managers, Trainers, Senior Management team.

**EXTERNAL CONTACTS:** Education providers, Prison management, stakeholders and others as required

**HOURS:** 37.5 hours (core hours usually 8.30am-4.30pm)

**PRIME OBJECTIVES:**

The main objective of this role is to manage and develop efficient administration systems for the smooth running of the workshops across a number of different London prisons – currently HMP Brixton, Wandsworth, ISIS, Pentonville and Feltham and our community provision.

The role requires someone who can work upon their own initiative, enjoys keeping things in order and likes developing effective working relationships with others. As an admin manager you would be the main point of contact within the workshop, taking external calls, receiving visitors and answering internal queries from within the prison.

Further, you will take a key role in administering all examination processes including registering, claiming, postage and certification. You will input student data and provide accurate and timely reports to the Deputy Head of Learnings, Head of Operations and OLASS provider as well as liaising with other departments to obtain and provide information.

It's important that you are organised, accurate and pay close attention to detail.

The person will need to remain positive, professional, manage expectations, be a role model and ideally have an understanding of the workings within prisons.

**RESPONSIBILITIES AND KEY TASKS INCLUDE (but are not limited to):**

1. Effectively manage all data associated with delivery of training provision in custody.
2. Ensure that all administrative process required to ensure Bounce Back is compliant with awarding body requirements for the administration of the delivery of accredited learning.
3. Develop and streamline admin processes, ensuring standards are maintained and improved

4. Proficient in the use of key It applications such as Microsoft Word, Outlook and Excel, etc, and Awarding body portals
5. Able to produce correspondence and documents; input accurate data onto spreadsheets or databases and provide timely reports.
6. Liaise with personnel in other departments or organisations to obtain and provide information; liaise with security regarding vetting of new staff, visitors, deliveries and waste removal
7. Develop and maintain systems for the efficient and effective administration of examinations in line with examination regulations and the requirements of the external verifier
8. Support tutors in ensuring student data forms and registers are completed in a timely fashion.
9. Record staff absence and leave
10. Receive telephone calls and visitors and answer general enquiries
11. Order print, source merchandise and obtain competitive quotes
12. Attend meetings as required and report back to the Deputy Head of Learning
13. Process orders, delivery notes and invoices; maintain a budget and stock control
14. Sort and distribution of incoming post and organising and sending outgoing post

This job description is not intended to be complete or limiting and you may be asked to complete ad hoc tasks as requested by your manager.

#### **EXPERIENCE AND KEY SKILLS:**

1. Excellent interpersonal, written and verbal communication
2. Appreciation of the sensitivities of working with offenders
3. Enthusiastic with a can do attitude and a real desire to add value
4. Proactive and self-motivated with good time management skills
5. Desire to show initiative
6. IT capability – e.g. a good level of competence in Excel, Outlook and Word, and other computer skills
7. Financially aware – and comfortable with numbers/figures
8. Awareness of the provisions of the Data Protection Act and be able to apply these with the organisation

#### **QUALIFICATIONS:**

Educated to at least 3 GCSE's Grade A-C and proven experience in the necessary key skill areas.

#### **ATTRIBUTES:**

1. Organised
2. Microsoft Office literate

3. Diligent
4. Motivated
5. Team player

**JOB LOCATION:** Office based within a prison

**CORE COMPETENCIES:**

**Planning and Organisational Skills**

Able to plan, develop, organise and implement administrative functions in order to support the organisation's wider aims

Able to plan ahead and manage own time effectively

Able to prioritise workload and meet deadlines

Able to respond positively to changes in workplace environment and responsibilities

Able to plan for and work within a budget

**Communication Skills**

Excellent interpersonal skills and can relate to people at all levels

Able to create good, working partnerships with internal and external stakeholders

Can produce a high standard of written communication that is grammatically correct

Listens to others and responds appropriately; promptly responds to requests accurately and in a courteous manner

**Individual and Teamwork**

Able to work upon own initiative and make effective, 'on the spot' decisions

Able to participate with others and actively contributes towards team objectives

Builds rapport with others

**Technical Skills**

Proficient in the use of MS Excel and Word.

Able to collate, input and report accurately upon complex data

Attention to detail and accuracy in own work

Committed to achieving good quality work and agreed performance standards

Quickly adapts to new technology and actively seeks to acquire new skills

**Security and Safeguarding**

Ability to respect security requirements and the confidential nature of the work

Understanding of prison training (desirable)