



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 1

Directorate: National Probation Service

Job Description: Administrative Assistant

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NPS Job Description

Job Title	Administrative Assistant
Directorate	National Probation Service
Band	Band 1

Overview of the job	<p>This is an administrative role based within the National Probation Service(NPS) Directorate in HMPPS. The job holder reports to the designated Line Manager and supports the provision of business specific and transactional office based activities. The job holder works collaboratively with other team members to provide reception duties and a range of administrative support services.</p> <p>The job holder may be expected to support a number of teams/functions within the operational area and is to offer support and cover during periods of absence, for which training will be provided.</p> <p>The job holder must promote diversity and anti-discriminatory practice in the performance of the post in a way that embraces Equality and values Diversity. The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p> <p>NB: Core Hours include regular unsocial hours (evenings and/or weekends) as determined by the business need.</p>
Summary	To provide an effective and efficient first point of contact with all visitors, telephone callers and undertake administrative functions in accordance with service policy and procedures.
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"> • To greet offenders and visitors, log their arrival and departure, ensure the appropriate member of staff is notified and issue visitor passes and security fobs as necessary • To be first point of contact for partner businesses that reside within the same building • To handle all queries, referring on when unable to resolve • To handle incoming and outgoing telephone calls, take messages and transmit to the appropriate person. • To deal with all mail items; incoming, outgoing and internal • To take bookings, support and service meeting rooms including training event registration as required • To support the allocation and booking of hot desks, car parking and pool cars as required • To pay bus fares/travel warrants to offenders and handle day to day petty cash • To assist in maintaining Health and Safety and security aspects of the premises, including the testing of fire alarms, testing panic alarms, monitoring CCTV and assisting evacuation measures • To log building faults and incidents and keep a log of maintenance and repairs • To ensure faults are reported and servicing requests for equipment are made with suppliers and contractors • To assist with scanning and archiving as required • To access databases for information as necessary and input information as required • To practice safer working and adhere to data protection, confidentiality policies and legislation • To order office stationery in liaison with the line manager <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</p>

	<p>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> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh</p>
Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Communicating and Influencing • Managing a Quality Service • Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8
Essential Experience	
Technical requirements	<p>GCSE A*-C Grade (or equivalent) including Maths and English (and Welsh where applicable) or proven track record in commensurate role</p> <p>Conversant with standard ICT applications including Word, Excel, and email</p>
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	Core hours include regular unsocial hours (evenings and/or weekends) as determined by the business need
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Changing and Improving				GCSE A*-C Grade (or equivalent) including Maths and English (and Welsh where applicable) or proven track record in commensurate role
Communicating and Influencing				Conversant with standard ICT applications including Word, Excel, and email
Managing a Quality Service				
Delivering at Pace				