



National Offender
Management Service

National
Probation
Service



NPS Job Description (JD)

Probation Pay Band 1

Directorate: NPS

Job Description: Administrative Assistant

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Job Description

Job Title	Administrative Assistant
Group / Directorate	NPS
Pay Band	1

Overview of the job	<p>This is an administrative role based within the National Probation Service (NPS) Directorate in NOMS. The job holder reports to the designated Line Manager and supports the provision of business specific and transactional office based activities.</p> <p>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.</p> <p>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 and 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

	<ul style="list-style-type: none"> • 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 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>	
Competencies	<p>The following competencies from the Civil Service Competency Framework will be used for selection purposes:</p> <ul style="list-style-type: none"> • Changing and Improving • Leading and Communicating • Managing a Quality Service • Showing Drive and Resilience 	
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 NOMS • All staff are required to declare whether they are a member of a group or organisation which the National Offender Management Service consider to be racist • Aged 18 or over, due to contact with sex offenders 	
Essential Skills / Qualifications/ Accreditation / Registration	An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh	
Qualifications	<p>Essential</p> <p><input type="checkbox"/> GCSE A*-C Grade (or equivalent) including Maths and English (and Welsh where applicable) or proven track record in commensurate role</p>	<p>Desirable</p> <p><input type="checkbox"/> Relevant experience, NVQ Level 2 Administration (or equivalent)</p>
Accreditation	Essential	Desirable

Skills	Essential <ul style="list-style-type: none"> <input type="checkbox"/> Good communication skills, both verbal and written. Good keyboard and word processing skills Ability to work both independently and as part of a team <input type="checkbox"/> Good interpersonal skills 	Desirable <ul style="list-style-type: none"> <input type="checkbox"/> Awareness of Health and Safety processes (Training will be given as required) <input type="checkbox"/> Skills for defusing difficult situations, including aggressive language or behaviour
Experience	Essential <ul style="list-style-type: none"> <input type="checkbox"/> Conversant with standard ICT applications including Word. Excel, and email 	Desirable <ul style="list-style-type: none"> <input type="checkbox"/> Experience of money handling and basic reconciliation

Hours of Work and Allowances	Core hours include regular unsocial hours (evenings and/or weekends) as determined by the business need
Benefits	