



# HM Prison & Probation Service

## Group Profile: Support Services Administration

### Band 2

<b>Document Ref.</b>	HMPPS_OR_T_49_GP_Support Services Administration_v6.0
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<b>Produced by</b>	Head of Group
<b>Authorised by</b>	Reward Team
<b>JD Evidence</b>	

### Group Profile

<b>Group Profile Name</b>	Support Services Administration
<b>Organisation Level</b>	<b>Support</b> – The jobs at this level will be task focused supporting defined activities, services or operations.
<b>Band</b>	2

<b>Overview</b>	<p>Job holders within this Group Profile will undertake daily routine transactional administrative tasks in their area of work in order to support the establishment.</p> <p>This is a non-operational job with no line management responsibilities.</p>
<b>Characteristics</b>	<p>Typical tasks associated with this Group Profile include:</p> <ul style="list-style-type: none"> <li>• Provide administrative assistance in area of work</li> <li>• Maintain accurate filing system for area of work</li> <li>• Respond to queries relating to area of work, redirecting where required</li> </ul>
<b>Job Descriptions relating to this Group Profile</b>	<p>The job holder once in post will be matched to a job description; a sample list is shown below. The post is rotational so the job holder could during their career carry out the role of different job descriptions.</p> <ul style="list-style-type: none"> <li>• Support Services Administration : Business Hub</li> <li>• Support Services Administration : Records</li> <li>• Support Services Administration : Visits Booking</li> <li>• Support Services Administration : Welcome Centre</li> </ul>
<b>Minimum Eligibility</b>	<ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• 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.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS considers to be racist.</li> </ul>
<b>Essential Skills/Qualifications/Accreditation/Registration</b>	<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>

<b>Hours of Work and Allowances</b>	37 hour working week
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<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Developing Self and Others</li> <li>• Communicating and Influencing</li> <li>• Working Together</li> <li>• Managing a Quality Service</li> </ul>
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<b>Strengths</b>	N.B. It is advised strengths are chosen locally, recommended 4-8.
<b>Essential Experience</b>	
<b>Technical Requirements</b>	N.B these are the technical requirements for the group profile, please check the individual job description relating to this group profile for any job specific requirements and add if required.
<b>Ability</b>	

**Success Profile**

Behaviours	Strengths N.B. It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical N.B. please check the individual job description relating to this group profile for any job specific requirements and add if required.
Developing Self and Others				
Communicating and Influencing				
Working Together				
Managing a Quality Service				