The Forward Trust
Job Description: Administration Officer

Position Title	**Administration Officer (DART)**	**Reports to**	**Team Leader**
Location: HMP Rye Hill			

Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often-interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

Role/Team Overview

The Administrator is responsible for providing a comprehensive business administration service to support the **Drug & Alcohol Recovery Team (DART) at HMP Rye Hill.** The service is designed to deliver psychosocial interventions, group work, holistic therapies and additional interventions for prisoners coming into prison that are identified as having a drug or alcohol problem.

You will be responsible for contributing and monitoring the targets set by Forward and the local commissioners. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role (example clinical teams, offender managers and prison custody officers). The purpose of this post is to ensure the smooth administration of the service, encompassing some secretarial duties, data entry collection and monitoring systems.

Accountabilities

Strategy

- To contribute to data collection.
- To use initiative to ensure all administration systems and processes are effective in producing the best possible support for the DART service.
- Visit other establishments to get a complete view of what is required from administration support in different types of prisons.

- Build strong relationships with and makes full use of the support offered by line management and head-office functions.

Service Delivery

- To ensure the collection of relevant statistical data is accurate and reported as required.

Performance Management

- To work with Microsoft Excel, Word, Outlook, SystmOne and specific prison systems.
- To be responsible for answering the general office telephone and dealing with enquiries as appropriate. Using own initiative when dealing with a range of subjects in a courteous and efficient manner, whether in person, writing or telephone, always taking client confidentiality into consideration.
- To assist with filing and maintenance of DART administration records in an orderly and user-friendly system.
- To coordinate attendance and invite letters, along with maintaining the programmes databases, in conjunction with the Team Leader. Ensuring participants are recorded and are paid via CMS and reports are collated and distributed as necessary.
- To take minutes in team meetings, in reviews and when required by the Service Manager or Team Leader.
- To liaise, where appropriate, with relevant prison departments, including clinical partners, OMU, Programmes, Residential Units and Healthcare.
- Order stock items and maintain adequate supplies of stationery and other office consumables. Order individual non-stock items ensuring that Forward standards and Guidance are strictly adhered to. Also to ensure that all office equipment is in working order.
- Engage positively in team meetings and supervision sessions as required by the Service Manager.
- Informing the prison of visitors expected, via a gate pass, and escorting on arrival.
- Ensuring outgoing mail is delivered to the post room in a timely manner and post is collected for the department each day.
- To maintain confidentiality and data protection principles, raising any issues with the Service Manager as appropriate.

Departmental Management

- Support the Service by ensuring all tasks are covered and undertaken to a high standard.

Quality and Safety

- Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
- Alert the Service Manager to any significant risks or problems arising while managing and monitoring the services.
- Abide by all Forward's policies and procedures and encourage others to do the same.
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice inclusive of managing confidential waste management and collection.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- Ensure completion of all relevant Information Governance modules and the completion of any required refreshers annually.
- Keep up to date technically on all relevant matters and strive for continuous professional development

Administration

- Maintain the Forward excel database under the supervision of the Data Control Manager.
- Keep the database up to date and input all necessary records for the benefit of monitoring purposes and, where required, provide head office with regular monitoring figures.
- Input data, as required, into case management systems (SystmOne and NDTMS) in addition to local and service databases.
- In conjunction with the Team Leader, help collate the monthly monitoring statistics and produce relevant reports.

Systems and Policy

- Work towards Forward's mission and values within current policies and good practice
- Work within any joint working policies framework.

Additional Duties and Supervision

- Take on other reasonable tasks and responsibilities as deemed appropriate by line management
- Engage in Quarterly Management Meetings (QLM)
- Assist the team in supervising prisoners inclusive of searching and supervising moves to other areas of the prison when needed

- Be part of the DART Garden intervention, supervising low and medium risk prisoners
- Communicate with residential unit staff to ensure prisoners allocated to any DART Intervention arrive
- Complete some scheduling tasks

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	**Essential Criteria**
D	**Desirable Criteria**
Criteria Measure	
A	**Application**
I	**Interview**
T	**Test**

Knowledge, Skills and Experience		
An intermediate certification or demonstrable experience in Microsoft packages.	E	A/I
A minimum of nine months experience of providing administrative support within a large team, demonstrating ability to work in a pressured environment.	E	A/I
Strong experience working with data surrounding drug and alcohol treatment – knowledge of NDTMS or other related Experience.	E	A/I
Experience of accurately collating statistical information, with an attention to detail and report writing.	E	A/I
Experience of developing, implementing or maintaining large databases and managing administrative tasks associated with them.	E	A/I
Excellent written and verbal communication skills, with the ability to deal with people of all levels and to work on own initiative in preparing correspondence.	E	A/I
Willingness to develop an understanding of the aims of Forward and support the organisations ethos.	E	A/I

Previous experience of working within a confidential and/or secure environment.	D	A/I
Experience and confidence in using SystmOne, Data Entry Tool (DET), DAMs and C-Nomis or equivalent systems.	D	A/I
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	A/I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	A/I
Innovative – Continually searching for better ways of working	E	A/I
Qualification		
Educated to GCSE grade C or above in English and Maths or an equivalent or advanced level.	E	A/I
Holds a Business Studies qualification or currently/willing to work towards.	D	A/I