The Forward Trust Job Description

Position Title	Administrator	**Reports to**	Senior Administrator/ Service Manager

Introducing Forward Trust

We are Forward, the social enterprise that empowers people to break the cycle of crime or 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 Integrated Substance Misuse Team (ISMT). The service is designed to deliver psychosocial interventions, Clinical interventions and accredited treatment programmes for offenders 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). 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 ISMT.
- 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

Performance Management

- To work with Microsoft Excel, Word, Outlook and C-Nomis.
- 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 ISMT administration records in an orderly and user-friendly system.
- To co-ordinate and liaise all relevant communications between Head Office and the Project.
- To coordinate attendance and invite letters, along with maintaining the programmes databases, in conjunction with the Deputy Programmes Manager. Ensuring participants are recorded and are paid via C-Nomis and reports are collated and distributed as necessary.
- To take minutes in team meetings, in post programme reviews and when required by the Data Control manager.
- To liaise, where appropriate, with relevant prison departments, including clinical partners.
- Order stock items and maintain adequate supplies of stationery and other office consumables. Investigate and pursue quotations for management attention. 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 Data Control Manager.
- Informing the prison of visitors expected, via a gate memo, and escorting on arrival.
- Opening and distribution of external and internal post, ensuring outgoing mail is delivered to the post room in a timely manner.
- To maintain confidentiality and data protection principles, raising any issues with the Deputy 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 Senior Administrator/Service Manager to any significant risks or problems arising in the course of 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.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.

- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
- 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, DET, DAMs).
- In conjunction with the Service/Data Manager, to help collate the monthly monitoring statistics and producing relevant reports.
- Completion of client's demographic information in the Assessment booklets, via C-Nomis.
- Review the processes and recommend changes to improve the delivery of the ISMT.

Systems and Policy

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

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by line management

Person Specification

Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.

Essential

Knowledge, Skills and Experience

- An intermediate certification or demonstrable experience in Microsoft packages.
- A minimum of nine months experience of providing administrative support within a large team, demonstrating ability to work in a pressured environment.
- Strong experience working with data surrounding drug and alcohol treatment – knowledge of NDTMS or other related Experience.
- Experience of accurately collating statistical information, with an attention to detail and report writing.
- Experience of developing, implementing or maintaining large databases and managing administrative tasks associated with them.
- 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.
- Willingness to develop an understanding of the aims of Forward and support the organisations ethos.

Qualifications

- Educated to GCSE grade C or above in English and Maths or an equivalent or advanced level.

Desirable

Knowledge, Skills and Experience

- Previous experience of working within a confidential and/or secure environment.
- Experience and confidence in using SystmOne, Data Entry Tool (DET), DAMs and C-Nomis or equivalent systems.

Qualifications

- Holds a Business Studies qualification or currently/willing to work towards.

Forward's Mission and Values

Our vision:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

Our mission:

Is to bring lasting change to people's lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

Our values:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

Empowering: We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.

Collaborative: We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

Expert: We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

Courageous: We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it's needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

Innovative: We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

Competencies

Self-Awareness/Management: Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

Relationship Building: Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

Effective Communication: Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

Honesty and Integrity: Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

Open to Change: Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

Positive Attitude: Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

Commitment and Accountability: Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

Creativity and Innovation: Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.