**Job Description**

Overview

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.

What you will be doing?

The Administrator position entails providing a comprehensive business administration service to support senior substance misuse management, ensuring data quality and administrative effectiveness.

The purpose of this post is to ensure the smooth administration at HMP Chelmsford. Responsibilities include providing support to managers and integrated substance misuse teams, contributing to and monitoring targets set by Forward, performing some secretarial duties, data validation, time management, and system monitoring.

The role requires collaborative work with the data team and this will be remote. The ability to work independently and proactively for protracted periods is a must. Being dynamic and flexible to meet key deadlines and data submission requirements is imperative to the function of this role.

* Ensure the collection of relevant statistical data is accurate and reported in accordance with any specified deadlines.
* Take minutes in a range of meetings and ensure they are organised, and the correct attendees are invited.
* Liaison, where appropriate, with relevant prison departments, including clinical partners.
* Opening and distribution of external and internal post, ensuring outgoing mail is delivered to the post room in a timely manner.
* 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.
* Engage positively in team meetings and supervision sessions as required by the Service Manager.
* Support the Service by ensuring all tasks are covered and undertaken to a high standard.
* Alert the Line Manager and Service Manager to any significant risks or problems arising while managing and monitoring the services carried out.
* Take on other reasonable tasks and responsibilities as deemed appropriate by line management

What we are looking for?

* An intermediate to advanced certification or demonstrable experience in Microsoft packages.
* A minimum of one years’ experience of providing administrative support within a large team, demonstrating ability to work in a pressured environment.
* 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.
* Willingness to develop an understanding of the aims of Forward and support the organisations ethos.
* Previous experience of working within a confidential and/or secure environment.
* Excellent organisational skills.
* Ability to effectively manage a varied workload whilst working to deadlines and targets.
* 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.
* Experience of working closely with senior managers and remote management.

What we offer

* Training opportunities and career development
* Flexible working
* Season Ticket Loan Scheme
* Cycle to work scheme
* 25 days (rising to 30 with length of service) Annual Leave plus Bank Holidays
* Contributory Pension Scheme – Employer matched contributions of up to 6% in the first two years’ service and up to 9% thereafter
* Death in Service Payment (2x annual salary)
* Critical Illness Insurance (subject to qualifying criteria)

Additional Notes

Please note the following:

* Working pattern will be 21 hours total with option of working 3 days x 7 hours (Monday, Wednesday & Friday) OR working 5 days with 3 Days x 4 Hours per day & remaining 2 Days x 4.5 Hours per day.
* If selected for interview there may be an online test required as a part of interview process. Further details will be provided if selected for interview.