



Administration Officer

Isle of Man Prison & Probation Service Department of Home Affairs

Job Title: Administrative Officer - Forensic Psychology Team

Department: Department of Home Affairs, Isle of Man Prison & Probation Service

Location: Isle of Man Prison

Grade: AO / Pay Band 7

Responsible to: Head of Forensic Psychology

Hours: 18 Hour 30 Minutes

Role

Are you organised, detail-focused and interested in supporting work that makes a real difference within the criminal justice system? The Prison and Probation Service is seeking an Administrative Officer to support the Forensic Psychology Team at the Isle of Man Prison. This role will provide essential administrative and coordination support, enabling the team to deliver effective psychological interventions and rehabilitation work with individuals in custody.

What will you do?

The Department of Home Affairs is responsible for ensuring community safety in the Isle of Man and we aim to improve the quality of life for Island residents by providing effective services for their safety, protection and security.

You will be working within the Prison and Probation Service, based within a small professional team of Forensic Psychologists based in the Prison and will play a part in keeping the Island's community safe through assisting with the assessment, management and support of prisoners in custody to reduce the risk of re-offending.

This is an interesting and busy role and you will need to have excellent organisational and IT skills; the ability to adapt to changing priorities; excellent attention to detail and be able to work with discretion, diplomacy and sound judgement. If you are a highly organised individual with attention to detail and an interest in criminal justice and rehabilitation, this could be the role for you.

What does that involve?

Main duties and Key Accountabilities

Administrative support

- Provide administrative and secretarial support for the Forensic Psychology Team. Formatting letters and correspondence with a high level of accuracy.
- Arranging appointments and meetings and coordinating diaries. Maintaining databases, spreadsheets, undertaking basic research.
- Drafting and editing documents, dealing with external enquiries.
- Provide administrative support to meetings: collate, prepare and distribute paperwork, production of minutes and records of meetings and preparation and distribution of outcomes from meetings.

Working Together for the Isle of Man

- To assist with monthly data collection and analysis through the use of Excel spreadsheets
- Ensure client confidentiality at all times
- To contribute and maintain all administrative and reporting systems which support the Forensic Psychology Team
- Provide support to the Prison and Probation Administration Team to support colleagues as required in respect of secretarial support and minute taking for meetings across the Directorate.
- Be a positive and enthusiastic first point of contact in answering a variety of enquiries in person and on the phone
- Responsible for maintaining accurate records on the Prison Information Management System (PIMS)
- Monitoring various email inboxes - filtering emails received and directing or responding as required
- Assist in the finance and estate management tasks in a timely manner and in line with financial regulations
- Undertake direct interaction and communication with clients to support them as they complete their sentences
- To produce, update and maintain templates, records and other documentation to a high standard.
- Ensure effective referrals to services and facilities and communicate with colleagues, service providers and external agencies
- Prepare reports, updates and presentations in relation to all aspects of the work undertaken
- To ensure personal development through constructive use of supervision, training opportunities and the appraisal system.
- Be a positive role model and ensure all interactions are conducted in accordance with the values of the Prison and Probation Service
- To contribute to the development of the service by undertaking projects and other allocated tasks as requested by the Senior Management Team.
- Ensure that Financial and Civil Service Regulations are adhered to.
- Any other ad-hoc duties appropriate to the grade as requested by the Prison and Probation Service

Group & Psychologist Support

- Supporting the Forensic Psychologist Team with the logistical and administrative support required to deliver programmes in the Prison and Community. Ensuring all arrangements are finalised and delivered to a high standard within agreed timescales

Finance

- Ensure that the invoices and statements are received and processed in a timely manner (Financial Delegation permitting)
- Ensure all procurement follows the specific guidelines

Operations & Governance

- Support information and records management across the Probation Service, including the retention, archiving and disposal of paper and electronic records, assisting with regular audits and reviews to ensure compliance with all relevant legislation, policy and best practice and contributing to information and records management projects
- Supporting the Service's reporting requirements, including liaising with colleagues in the Chief Executives' Office, Senior Management Team and colleagues across Government, undertaking research and collating/drafting information to help inform plans and reports

This document is intended to be a guide to the general scope of duties and not a rigid specification. This job description is subject to change and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the grade.

Performance Management and Improvement

All Civil Servants have a personal responsibility for performance management. You will be expected to contribute to your annual performance development review and interim performance

reviews. Regular meetings should be held with your line manager and frequent interim reviews are encouraged by the Cabinet Office. These are specifically designed to deliver the aims and objectives of the Cabinet Office.

Health and Safety

You will be responsible for your own health and safety and the impact of your actions on others. You will also be responsible for identifying any possible risks or near misses to your line manager.

Well-Being

The role requires engagement with complex and, at times, upsetting information relating to serious criminal behaviour. Applicants must be able to demonstrate resilience and the capacity to manage the emotional impact associated with exposure to distressing content.

Integrity

As an appointee of the Isle of Man Prison and Probation Service, you will be expected to recognise that your everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business of the Service and the wider Directorate to uphold such confidences.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Relevant experience in an office environment	D	CV
Ability to work well as part of a team and be a positive role model	E	CV/Interview
Able to use initiative to deal with queries and problem solve issues	E	CV/Interview
An interest in rehabilitation and criminal justice	D	CV/Interview
Capability		
Excellent communication skills both verbal and written with attention to detail	E	CV/Interview
Computer literate with a good working knowledge of IT systems in particular Microsoft Office applications	E	CV/Interview
Ability to be organised and prioritise tasks, ability to deal with multiple demands	E	CV/Interview
Recognises importance of maintaining high standards and demonstrates enthusiasm for delivering excellent service	D	CV/Interview
Character		
Flexible and adaptable to changing priorities and a demanding workload	E	Interview
Highly motivated, self-confident and enthusiastic	E	Interview
Demonstrates commitment and resilience, including the capacity to manage exposure to sensitive and distressing psychological and forensic material	E	Interview
Other requirements		
Isle of Man Worker	D	Application
Satisfactory Police Check	E	Pre-employment checks