**JOB DESCRIPTION**

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| **POST:** | Data Admin Officer - Prisons |
| **RESPONSIBLE TO:** | Data and Performance Co-Ordinator |
| **LOCATION:** | To be based in Pentonville Prison – travel to other prisons including Brixton and Belmarsh as and when required. |
| **MAIN PURPOSE OF POST:** | The officer is also responsible for the production of contractual performance information for our commissioners and provides a responsive service to commissioner teams.  The role will work closely with the Team Co-Ordinator to provide an independent and effective quality and performance monitoring service for Penrose Prison based Criminal Justice services.  This includes collating and producing data in respect of Penrose’s KPI’s, assisting in highlighting the key findings and recommendations.  The role will provide a contact point for queries related to data collection and usage of database systems. |
| **SALARY:** | £23,600pa |

**SERVICE DETAILS:**

This service co-ordinates and co-delivers resettlement and rehabilitation activities for offenders being released across three London prisons. These prisons are Belmarsh, Brixton, Pentonville. The offenders being supported will have a wide range of needs and will have varying and sometimes complex needs.

Penrose also provide community rehabilitation activities to offenders on Post Sentence Supervision and will act as Responsible Officers in the community. The service is designed to deliver community rehabilitation activities and Post Sentence Supervision requirements.

You will be responsible for contributing to the targets set by Penrose in partnership with MTC Novo and London CRC. One of the key targets will be ensuring that we are delivering positive outcomes to reduce reoffending rates as demonstrated from information entered on to the Prison data collection system, for which you will have responsibility for ensuring that data is accurate and up to date.

**KEY AREAS OF RESPONSIBILITIES:**

**Contract Compliance Administration**

* Ensure accurate information is entered on to the relevant prison data collection systems
* Maintain accurate and up to date data collection system for BCST2 allocations and completions
* Maintain accurate and up to date data collection system for BCST3’s (Resettlement plans)
* Produce (daily) a Receptions list for new arrivals, and allocate case loads in conjunction with the team Coordinator
* Produce (daily) a discharge list 12 weeks ahead and check this against current caseloads, ensuring all those due for discharge are seen and have a resettlement worker allocated
* Collate and maintain all GIR data
* Maintain positive relationships with our partners
* Produce timely and accurate contractual performance reporting to senior management our partners and commissions, in particular MTC novo.
* Collate performance statistics for the service, for comparison against KPIs and support administration of our contracts and liaise with partner agencies as necessary.
* Support the Team Coordinator/Cluster Service Manager in producing contractual data to be submitted to the Data Officer
* Scrutinise all data for accuracy, monitor caseload allocations and interventions

**Performance Monitoring and Reporting**

* Production of information and statistics for Penrose Criminal Justice Services and knowledge of relevant CRC services
* Maintain efficient manual and computerized recording and information system, as well as pro-formas and templates for reviewing and maintaining of services at both project level and organsational level as directed. .
* Collate / provide performance statistics required by Senior Management
* Collate / provide performance statistics for business purposes.
* Produce written data analyses, making comparisons and identifying trends
* Manage / verify data, ensuring that reports and databases are accurately updated.
* Become a contact point for other staff with queries related to queries related to this job role.

**Corporate Governance and Regulatory Compliance**

Work with the Team Coordinator in monitoring and auditing other aspects of corporate governance and regulatory compliance procedures within the organisation, reporting on areas that require improvement.

This area will include review of processes and procedures in the light of best practice and with the aim of continual improvement of service delivery and effective governance as well as ensuring that policies and procedures are being followed.

**Health & Safety and Environment**

* Promote and encourage best practice in Health & Safety and Environment.
* Take responsibility for the personal safety of all people working and/ or visiting the service especially in response to emergency / evacuation situations when Team Coordinator is absent
* Ensure all the organisations rules/policies regarding Health, Safety and the Environment are strictly adhered to and that safe working practices are adopted at all times and risk assessments are both carried out and followed.

**Equal Opportunities**

* Ensure consistent and effective implementation of Penrose’s Options Equal Opportunities & Diversity policy and procedures.
* Ensure you understand Penrose’s Options Equal Opportunities & Diversity policy and procedures.
* Positively promote an environment within Penrose Options which respects and values the diversity of both staff and service users.

**Other Responsibilities and Duties as Required**

* Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

**Authorities:**

* Signing documents in conformance with the Authorisation Policy

**Accountabilities:**

* Accurate and up to date data collection system
* Maintenance of excellent partnership arrangements with partners, professional bodies and commissioners as directed
* Comply with any required standards or procedures as detailed in the Organisation’s ISO9001 QMS.
* Achievement of KPI targets and personal objectives.

*Please note that this job description is subject to change (following consultation) depending on the needs of the organisation*

**Person Specification**

Prison Data Admin Officer

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| **Qualifications and Experience** | **Rating** | **Application Form** | **Interview** |
| Experience of developing and maintaining office administrative systems. | Essential |  |  |
| Experience of providing a responsive service to both external and internal contacts. | Essential |  |  |
| Experience in verification, manipulation and analysis of data and charts in Microsoft Excel and databases. | Essential |  |  |
| Experience of collating and analysing data against key performance indicators. | Essential |  |  |
| Experience of designing reports and reporting systems. | Essential |  |  |
| **Knowledge** |  |  |  |
| Knowledge of general administrative practices and processes. | Essential |  |  |
| Advanced knowledge of relevant IT processes, including Word, Excel, Access and Internet Communications | Essential |  |  |
| Understanding of equal opportunities and how it relates to all areas of our work | Essential |  |  |
| Knowledge of MTC novo (HP) services, and the criminal justice system | Desirable |  |  |
| Knowledge of Quality Management Systems | Essential |  |  |
| **Skills and abilities** |  |  |  |
| Ability to work independently, use initiative, manage own time, juggle priorities and meet deadlines | Essential |  |  |
| Ability to support and advise other staff members in utilising databases and data collection systems | Essential |  |  |
| Excellent I.T skills | Essential |  |  |
| Able to influence and form strong relationships with commissioning bodies and professional agencies | Essential |  |  |
| Excellent communication skills, both written and verbal, including liaison with people at all levels | Essential |  |  |
| Ability to manage advanced IT systems such as producing database reports and formulas and charts in Excel. | Essential |  |  |
| Ability to collate, analyse and interpret a range of qualitative and quantitative data. | Essential |  |  |
| Ability to design reports / reporting systems to meet business requirements. | Essential |  |  |
| Ability to prepare written documents to a good business standard | Essential |  |  |
| Excellent attention to detail and diligence in checking and verifying data. | Essential |  |  |
| A commitment to ensuring equal opportunities and diversity is reflected in all areas of work | Essential |  |  |

**Competencies**

Data Officer

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| **Competency** | **Definition** | **Level** |
| Oral communication | Communicates in a way that is unambiguous using appropriate terminology and non-verbal communication, providing accurate data that influences and informs the recipient. | Level C - Communicates effectively in all situations and environments and supports others to effectively express themselves |
| Written communication | Expresses ideas clearly in a well structured manner, using correct grammar and appropriate terminology. Uses a variety of media. | Level C - Actively supports others in their written communications. Corrects and amends texts of others. |
| Coaching and motivating | Directing and guiding others in the performance of their tasks. Establishing a spirit of working together to set and achieve goals. | Level C - When collaborating with others, stimulates and contributes actively to the provision of mutual feedback and support aimed at fostering individual development |
| Planning and organising | Use good planning skills to deliver results. Stipulating the time and resources needed to achieve the results | Level C - Demonstrates good project management skills to deliver on cost, quality and timescales. Encourages and coordinates others to effectively plan and organise effectively |
| Commercial | Demonstrating business and commercial awareness when making decisions. | Level B - Applies business acumen to own decision making including an awareness of new opportunities |
| Leadership | Directing and guiding employees in the performance of their jobs; employing management styles and methods which are tailored to the employee/team and situation in question. | Level B - Provides independent direction and guidance to others in the performance of their tasks |
| Results Orientation | Actively focused on achieving results and objectives. | Level B - Manages priorities to achieve agreed outcomes and takes timely action to ensure no delays |
| Sensitivity | Shows awareness of the diversity of those they work with and for and is aware of their own influence both. Recognises the impact of own behaviour on others. | Level C -Give others feedback on the effectiveness with which they respond to differences in needs and feelings and raises the issue sensitively when considering the skills of team members. |