



Rehabilitation and
Retraining Trust

Candidate Information Booklet

Police Rehabilitation and Retraining Trust

Services Administration Supervisor

Permanent

NJC Scale 6

Salary £23,866 - £25,463

Full-time, 35 hours per week

Job Share would be considered

Completed application and monitoring forms must be returned no later than **12 noon on Friday 30 October 2020** to applications@prrt.org or via post marked private and confidential to the following address: HR Manager, PRRT, Maryfield Complex, 100 Belfast Road, Holywood, Co Down, BT18 9QY.

Forward

Thank you for your interest in the post of Services Administration Supervisor at the Police Rehabilitation and Retraining Trust. The post is advertised on a permanent basis.

Included in this information pack is the job description and personnel specification for the post of Services Administration Supervisor as well as further information about PRRT. Also enclosed with this information pack is the application form for the post and monitoring questionnaire. You are advised to pay attention to the personnel specification and to demonstrate in your application how you meet the essential and desirable criteria for the position (please note that all applications must be made via the application form and CVs will not be considered).

If you have any further queries regarding the post, please do not hesitate to contact us at recruitment@prrt.org or on 028 90427788.

Best wishes in your application.

Claire Murray
Human Resources Manager

Information about PRRT

Who we are

PRRT is an Executive Non Departmental Public Body fully funded by the Department of Justice (DoJ).

What we do

The Police Rehabilitation and Retraining Trust was established in 1999 to enable members and former members of the Police Service to achieve and sustain a successful transition into civilian life. To achieve this, PRRT assists its clients to recognise their potential, identify opportunities, set and achieve their objectives and enjoy optimum mental and physical wellbeing beyond policing.

We enable clients to achieve their goals by providing the following services:

- Personal Development, Coaching and Training service
- Physiotherapy
- Psychological Therapies

The Trust also provides services (whether directly or on a sub-contract basis) to non-police bodies within, or funded by, the Department of Justice for Northern Ireland.

We support police officers planning to retire from service, or those who have already retired from the Police Service of Northern Ireland (PSNI) or Royal Ulster Constabulary (RUC). We will offer support to partners and immediate family members of eligible clients, in specific circumstances. In addition, our Psychological Therapies department provides a children and young people's service to children of retired police officers.

Our services are also open on a self-funding basis to the following groups:

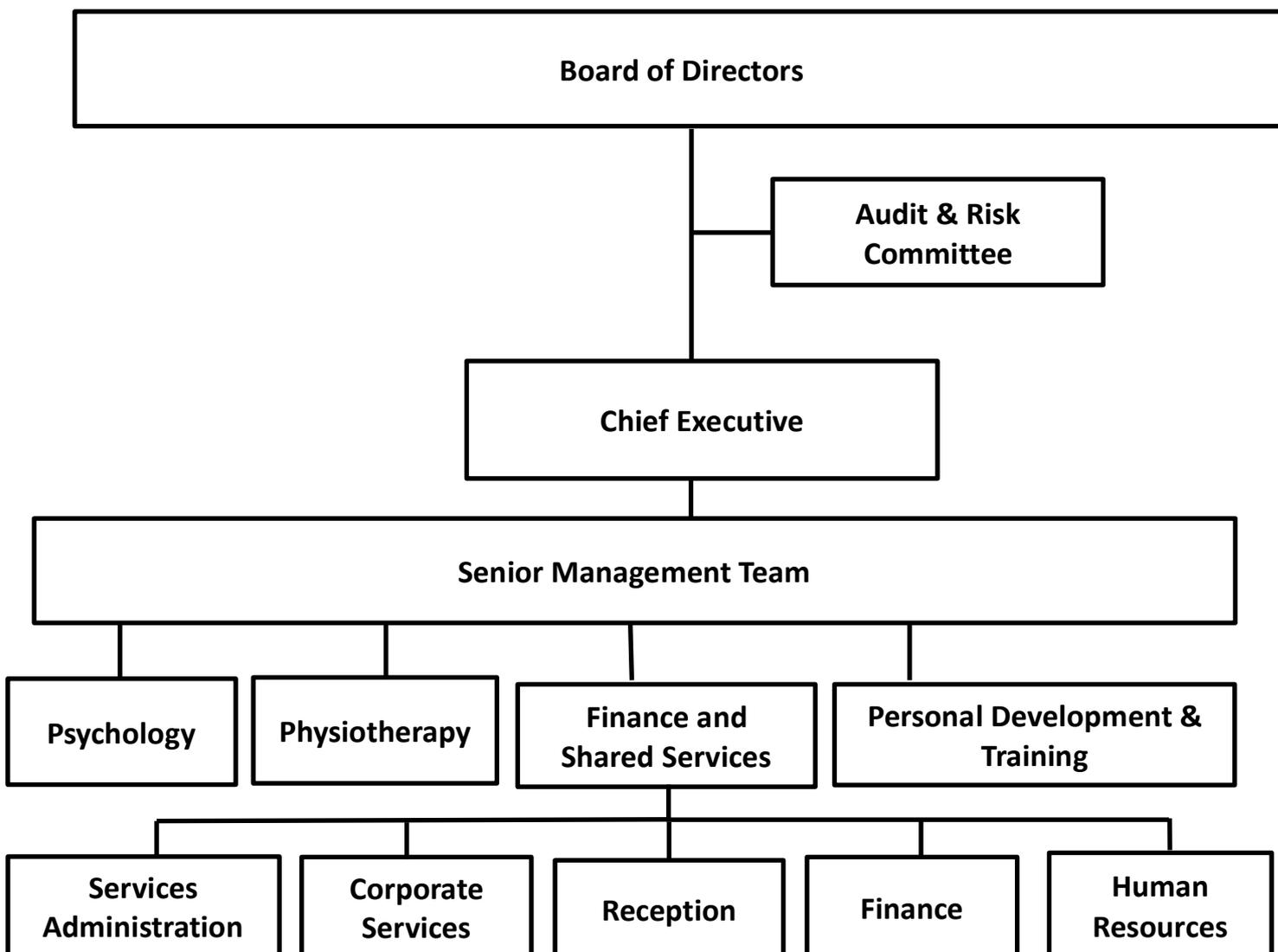
- Police staff
- Immediate family members of serving or retired police officers
- Part Time Reserve Officers
- Serving or retired officers who do not meet the eligibility criteria.

Our Board and Senior Management Team

Our Board is responsible for the control and strategic direction of PRRT. The Chief Executive is accountable to the Board of Directors, and manages the services with a dedicated Senior Management Team accountable to him.

The senior management team is comprised of the Head of Psychological Therapies, Head of Physiotherapy, Head of Personal Development & Training, with responsibility for driving quality initiatives and Head of Finance and Shared Services.

Organisation Structure:



Job description and Personnel Specification

Role Profile

<p>Title: Administration Supervisor</p> <p>NJC Scale 6, £23,866 - £25,463 per annum (pro rata for job share, pay award pending), 35 Hours per week 9.00am-5.00pm, Monday – Friday (Job Share will be considered)</p>		
<p>Reports to: Services Administration Manager</p>	<p>Location: Maryfield Complex, Belfast Road, Holywood</p>	<p>Responsible for: The provision of administration services to the Personal Development and Training, Psychology and Physiotherapy Departments</p>
<p>Role Purpose: The Services Administration Supervisor is responsible for delivering a professional and efficient administration service in support of PRRT's Personal Development and Training, Psychology and Physiotherapy Departments and their service users.</p>		
<p>Key tasks:</p> <ul style="list-style-type: none"> • To monitor, review and ensure the provision of effective and efficient administration services to internal and external clients in accordance with organisational confidentiality, operations and security policies. • To ensure the highest levels of data integrity and security in relation to all manual and electronic information retained in respect of clients and staff. • To ensure all clients are dealt with in an appropriate manner and that all protocols are followed when dealing with difficult or distressed clients. • Supervisory responsibility of up to four full-time equivalent administration staff. 	<p>Core accountabilities:</p> <ul style="list-style-type: none"> • To assist the Services Administration Manager in the implementation and monitor of systems and procedures of the Services Administration team. To carry these functions out regularly alongside service administration staff. • To assist the Services Administration Manager in ensuring appropriate policies and protocols are in place in relation to data protection, information security and confidentiality, and customer service are followed by staff in Services Administration. 	

<ul style="list-style-type: none"> • To provide support to the Services Administration Manager in delivery of a seamless administration function. • Assisting clients appropriately and tactfully by telephone and in person to include establishing eligibility, making appointments, providing information and sign posting. • To assist Services Administration Manager with preparation for requests for information from contractors, clients and other relevant bodies. • Ensure Training support applications are managed and procedures and policies are followed. • To liaise with internal and external stakeholders, clients, internal employees and Board members in a professional manner answering queries on administrative matters. • Regularly undertake general administrative duties as required. • Co-ordination and training of new staff members. • To undertake regular shared services functions as required by the Trust and delegated by the Shared Services Manager and as agreed by Services Administration Manager to include but not limited to: regular reception duties; raising purchase orders and invoices; opening post; attendance, preparation and dissemination of meeting papers for various committee meetings; acting as minute secretary for various committee meetings and to maintain and update records for various committee meetings. • To assist with requests in relation to monthly reporting and ad hoc requests. • Undertake such additional duties as may be reasonably delegated. 	<ul style="list-style-type: none"> • To assist the Services Administration Manager in ensuring the delivery of day to day administrative requirements. • Maintenance client records in line with guidelines and organisational standards. • Work in conjunction with the Services Administration Manager to continuously improve, develop and streamline administrative processes. • Work with the Services Administration Manager and fellow administrators in improving flexibility within Services Administration, developing personal skills and competencies and assisting others in learning new systems and processes. • Ensuring that all files and computerised systems are maintained and updated as required. • Ensuring security and confidentiality of records and information including ensuring all requirements in regards to Data Protection policies and procedures are followed; e.g. client file archiving and destruction. • To provide support for finance related matters concerning Services Administration e.g. invoicing, purchase orders, funding queries, course payments. • To assist the Services Administration Manager with procurement exercises when required. • To liaise with the external Client Database provider in the absence of the Services Administration Manager. • To actively follow all PRRT policies including Equal Opportunities and Dignity at Work policies. • To act as fire monitor.
--	--

<p>Essential Criteria:</p> <ul style="list-style-type: none"> • At least 5 GCSE's or equivalent including Maths and English at grade C or above. • At least 3 years' experience of working in administration gained in the last 5 years • High level of IT literacy including excellent Microsoft Excel, Word and Outlook skills • Database and records management experience. • Excellent interpersonal and communication skills. • Excellent planning and organisational skills • Ability to communicate effectively with team members and liaise confidently with managers across service departments • Ability to work to and meet administrative deadlines • Excellent attention to detail, demonstrated by high level of error free work. • Cooperative and willing to accept additional responsibilities. 	<p>Desirable criteria:</p> <ul style="list-style-type: none"> • Strong skills in people management including proven ability to delegate. • Previous experience of working in an environment where teams work across departments. • Experience of dealing with difficult and distressed clients. • Experience of working with sensitive client data. • Knowledge of financial accounts packages, for example SAGE 50.

This role profile is a reflection of the current position and the job holder will be required to carry out such other duties as may, from time to time, be agreed with the Services Administration Manager or Head of Finance and Shared Services. The post holder is required to adopt a flexible approach to meet the changing needs of the organisation.

The Selection Process

- Appointments to PRRT are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Making your application

- The application form is designed to ensure that applicants provide the necessary information to determine how they meet the criteria detailed in the personnel specification.
- All applications must be made via the standard application form. CVs and late applications will not be accepted.
- The shortlisting panel will base shortlisting decisions on the information contained within the Essential Criteria narrative sections of the application form in line with the essential criteria detailed above. PRRT does however reserve the right to use the Desirable Criteria also detailed above if it is necessary to introduce additional job-related criteria, depending on the number of applications received. You should therefore make it clear on your application form how you meet the Desirable as well as the Essential Criteria.

Interviews

- The interviews for this position will take place remotely and it is anticipated that they will take place week commencing 9 November 2020.
- PRRT utilises competence based interviews. The personnel specification detailed above describes what people need to do to be effective in post. Competence is about what people actually do and how an individual applies or demonstrates the knowledge and skills whilst carrying out tasks.
- The selection panel will design questions to test the applicant's knowledge and experience. The personnel specification and competence framework detailed above will be used as the basis for the interview questions.

Communication regarding this recruitment competition

We will issue electronically as many competition communications as possible, you should therefore check your email account to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required

to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further please contact recruitment@prrt.org or on 028 904227788 or text relay: 18001 028 90427788.

Further Important Information relating to this Post

- **Security Clearance** - Where a position is offered, it will be offered subject to security clearance level 2, Non Police Personnel (NPP) and CTC clearance being confirmed via PSNI. Any offer will be retracted where security clearance has not been successful. A start date in post will only be confirmed upon receipt of security clearance.
- There is a probationary period of six months.
- Should further positions in PRRT be identified which are similar to that outlined in the role profile above, it is anticipated that a reserve list will be created of candidates who meet the required standard(s) against the interview criteria and who have acquired the necessary pass mark. Should any further vacancies arise, the highest scoring applicant on the reserve list would be allocated to the vacancy. The reserve list will be valid for one year from the final date of interview.

Additional Benefits of working for PRRT

- 25 days annual leave (rising to a maximum of 30 days depending on length of service), 11 days customary/public holidays and 2 discretionary days leave (pro rata for part-time staff)
- Healthcare scheme
- Northern Ireland Civil Service Sports Association membership
- A qualifying workplace pension scheme is available into which the Trust makes an employer contribution of 6% of salary
- Generous CPD policy, time off to attend courses where appropriate and payment of relevant professional body membership fees.
- Flexi-time Scheme
- Additional Annual Leave Purchase Scheme
- Generous sick, maternity/paternity/adoptive pay schemes.
- Death in service provision of four times pro rata annual salary
- Use of the Physiotherapy gymnasium at designated times

Closing date for receipt of applications is 12 NOON on FRIDAY 30 OCTOBER 2020

PRRT is an Equal Opportunities Employer and we welcome applications from all suitably qualified persons