

ROLE PROFILE

Administrative Support Officer

Bridging the Gap IIRMS

Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

Job Purpose

As an Administrative Support Officer, you will provide high quality professional administrative service that supports the effective delivery of this specialist service. Working as part of a multidisciplinary team, you will act as the key point of contact, ensuring the smooth day to day operation of administrative processes and providing responsive support to colleagues, stakeholders and service users where appropriate.

You will be responsible for maintaining accurate records and systems, arranging and supporting meetings, responding to enquiries and coordinating communications. Through the effective delivery of efficient and reliable administrative support, you will contribute to the effective functioning of the team and help create a well organised, collaborative working environment that enables the service to achieve its objectives.



Reports To?	Senior Probation Officer
Responsible for?	☒
Budget Holder?	☒
Driving Required?	☒
DBS Required?	☒
Hybrid working?	☒

KEY RESPONSIBILITIES

- Provide comprehensive administrative support for meetings, including scheduling, preparing agendas and meeting papers, taking and distributing minutes for weekly team updates, monthly referrals periodic clinical governance, and in person board and contracts meetings.
- Maintain and update referrals database and probation case management systems with accurate and up to date information pertaining to all service users, ensuring compliance with data quality standards
- Provide an efficient first point of contact for incoming emails and telephone enquiries, responding to routine queries and redirecting matters as appropriate to support colleagues, stakeholders and service users.
- Maintain accurate health and safety compliance records and documentation, ensuring information is up to date
- Manage petty cash records and complete monthly finance returns, ensuring accuracy, compliance and timely submission in accordance with organisational procedures.
- Liaise with probation partners to coordinate case updates, support referral processes and ensure outcomes are communicated and recorded accurately.
- Monitor and maintain data collection and compliance records, ensuring information is accurate, up to date, and available to support reporting requirements.

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: July 2026

PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

Approach and Values	
Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.	★
Ability to build and maintain positive relationships while maintaining professional boundaries.	★
Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive. Experience of working in a customer service environment	★
Knowledge and Skills	
Good verbal and written communication skills, with a strong focus on accuracy, attention to detail.	★
Proficient in using Microsoft Office applications and other information systems.	★
Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.	★
Able to effectively communicate in various ways to different stakeholders e.g. social media	★
Strong administrative skills, including accurate data entry, document preparation, and record keeping	★
Able to use initiative and a proactive approach to problem-solving, effectively managing unexpected tasks and adapting to changing priorities.	★
Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.	☑

Language skills (e.g., Urdu, BSL, etc.).	☒
Experience	
Experience of working in an administrative or office support role	★
Experience of providing comprehensive meeting administration support, including diary management, meeting coordination, minute taking and action tracking	★
Experience working with confidential information and maintaining compliance with data protection standards	★
Experience of providing administrative support within services working with individuals with complex needs and risk profiles, including serious violent and sexual offending.	☒
Experience of probation/MOJ/HMPPS case management systems	☒
Experience in mental health, housing or homelessness, whether as a client, carer, employee or volunteer.	☒