

## Subject to Job Evaluation

### JOB DESCRIPTION

**POST TITLE:** Case Administrator / Receptionist

**ACCOUNTABLE TO:** Senior Administrative Officer

**JOB PURPOSE:** To provide reception, telephony and administrative support to the Hub and CRC LMCs in accordance with relevant company policies and procedures.

### DUTIES & RESPONSIBILITIES:

1. Process data to ensure that all service users (Offender Management, Community Payback and Programmes) are fully set up on the case management system and other relevant systems depending on the components of the sentence.
2. Complete and update the Case Identification and Section 1 of OASys as appropriate.
3. From a range of sources, extract and interpret data..
4. Input data to and retrieve data from a range of information systems.
5. In collaboration with the Responsible Officer, administration of the sentence plan by making practical arrangements (appointments, directions and details) for implementation of the plan (e.g. appointments with external partners).
6. Operate, maintain and reconcile the cash flow template. This includes the reimbursement of service user travel costs as directed by the Responsible Officer and the processing and cash disbursement of charity grants.
7. At the request of the Responsible Officer word process documentation/generate templates within the case management system in accordance with agreed timescales and processes and ensure the breach file is available to the National Probation Service within the appropriate timescale.
8. Provide performance and management information on case and caseloads for LMC staff within appropriate timescales.
9. At case termination archive documentation in line with company policy.
10. Provide clerical and administrative support using IT applications and equipment including word processing, databases, spreadsheets, e-mail and templates.



North East  
Better Health  
at Work Award  
Bronze Award



Stonewall  
TOP 100  
EMPLOYERS  
2014



INVESTORS  
IN PEOPLE

Champion

11. Receive service users and other office visitors, ensuring arrivals are acknowledged and accurate details recorded in the visitor's book.
12. Receive, make and process telephone calls entering information on to the case management system where relevant and alerting staff to messages as appropriate.
13. Receive, sort and distribute incoming and outgoing mail which includes electronic communication received via functional e-mail boxes. Upload documentation to the case management system accordingly.
14. Create and maintain effective working relationships with colleagues.
15. Liaise with other agencies.
17. Attend and participate in team meetings as and when required.
18. Contribute to the achievement of company objectives and targets.
19. Participate in the PPDR process to enhance personal development, performance and ensure accountability.
20. Attend and participate in relevant training and development activities to enhance personal practice and skills relevant to the role.
21. Report any health, safety or security risks to the Building Manager. This includes observing CCTV images from equipment sited in the LMC reception area and reporting any issues of concern to the Building Manager.
22. May become a fire warden or first aider following appropriate training during your employment with Northumbria Community Rehabilitation Company.
23. Maintain confidentiality and work in a non-discriminatory manner at all times.

This Job Description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. It will be reviewed in the light of changes to the role and the work of Northumbria Community Rehabilitation Company.

July 2016