

## Job Description

JOB TITLE: **Case Administrator**

RESPONSIBLE TO: **Hub Administrative Manager**

PURPOSE OF JOB: Provide general administration support across a number of areas within the business performing a variety of duties to ensure the smooth running of the function and providing a service to the community teams.

BAND: Band 2

DATE REVIEWED TBC

REVIEWED BY: TBC

### General values

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

### Main Responsibilities:

- Take responsibility for a wide range of delegated tasks including the maintenance and updating of key operational documents, registers, databases etc
- Input and maintain accurate data and systems
- Respond to requests and enquiries using own initiative, escalating as required in line with local policy and procedures
- Attend and take notes at meetings as required
- Contribute to the development and implementation of administrative systems which support business delivery
- Maintain filing systems, including those of a confidential nature, in a timely manner to ensure all working files are updated promptly to enable efficient retrieval of information
- Administer the enforcement process including the proof reading of breach paperwork and associated documents
- Collate papers and information relating to enforcement at Court or recall to custody
- Develop positive relationships, including preparing for and receiving visitors; represent the organisation professionally at all times
- Schedule appointments on behalf of Responsible Officers and send notification to Service Users as required
- Be the first point of contact for written correspondence and disseminate to the relevant departments in a timely fashion

- Where appropriate, schedule appointments in shared calendar systems and update the case management system accordingly
- Be the first point of contact for all telephone contact with service users and other agencies ensuring an excellent customer service at all times
- Create sentence planning documents for completion by Responsible Officers
- Liaise with external agencies and partners to ensure records of contact with service users are up to date at all times
- Provide front of house support on a rota basis, delivering excellent customer service to all staff and visitors
- Liaise with Operational Partners and the National Probation Service to track and oversee the administration of Rate Card referrals
- Provide administrative support to Accredited Programmes in accordance with the respective Operating Models

#### **General Responsibilities:**

- You may be required to work in different administrative functions from time to time to support business need as required
- You will be required to participate in staff rotation
- You will attend training as and when required, including all mandatory training

The post holder will at all times

- Undertake such other duties which may appropriately be delegated by the Service
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post
- Carry out his/her duties with regard to the organisation's policy on Equal Opportunities
- Use IT equipment and software as required
- Ensure that the Health & Safety standards required by the organisation are met in the workplace

#### **Key Performance Indicators (KPIs)**

- Administration actions will be completed accurately and in a timely way and will satisfy all appropriate audit requirements
- Evidence effective team working and support for your colleagues
- Management information will be provided accurately and within specified deadlines
- All records will be maintained accurately and completed within specified legal requirements, where relevant, and in accordance with respective Probation Service Instructions and Service Level Measure Guidance Notes
- Evidence of work and conduct in accordance with all BeNCH CRC policies and procedures

## Person Specification

		Essential	Desirable	Tested by:
1.	Organised, able to follow detailed processes and well organised	X		Application form/interview
2.	Operate to tight deadlines	X		Application form/interview
3.	Detailed & accurate work	X		
4.	Excellent IT skills	X		
5.	Pro-social modelling positive behaviour with offenders	X		
6.	Calm under pressure, able to provide excellent customer service experience	X		
7.	Good team working skills	X		
8.	Performance & outcome focused	X		
9.	Ability to develop effective working relationships with remote staff and external agencies	X		