

## JOB DESCRIPTION

<b>EMPLOYER</b>	Cumbria and Lancashire CRC
<b>JOB REF:</b>	
<b>JOB TITLE:</b>	Case Administrator
<b>LOCATION:</b>	
<b>FUNCTION:</b>	LDU
<b>AREA:</b>	LDU
<b>SALARY BAND:</b>	Band 2
<b>RESPONSIBLE TO:</b>	Operational Team Manager
<b>RESPONSIBLE FOR:</b>	Not applicable
<b>HOURS OF WORK:</b>	Various
<b>CAR STATUS:</b>	N/A

<b>Name of Postholder:</b>	
<b>Signature of Postholder:</b>	
<b>Name of line manager:</b>	
<b>Signature of Line Manager:</b>	
<b>Date:</b>	April 2012

**OVERALL PURPOSE OF JOB:**

The role of Case/Systems Administrator in Lancashire is integral to the core activities within the two disciplines of Offender Management (which includes courts and prisons) and Interventions (which includes unpaid work, victims and programmes). The Case Administrator has an important part to play in the administration of the functional unit.

Case/Systems Administrator will work in various units and locations in Lancashire. Although they will normally work within either Offender Management or Interventions, flexibility will be needed and they may therefore be required to undertake any reasonable combination of duties and responsibilities.

Case/Systems Administrators will be required to:-

- Work to high professional standards
- Comply with the Area's Equality and Diversity Strategy and associated procedures and embrace a culture which values diversity
- To ensure the health, safety and welfare of self and others in accordance with the Area's Health and Safety Policy and associated procedures and embrace a culture which embeds a H&S culture.
- Operate in an open, transparent and participative way
- To promote the aims and values of Cumbria & Lancashire Community Rehabilitation Company.

### **MAIN RESPONSIBILITIES AND DUTIES**

1. To be responsible for sustaining the integrity of local administrative and data systems through accurate and timely action by providing support in admin systems development, case file administration, the collation and distribution of information and a word processing service.

### **MAIN ACTIVITIES/TASKS**

1. To work with the operational team manager and admin managers to develop appropriate admin systems, practice, procedures and work instructions to support the work of the unit.
2. To operate a file management service, including opening, recording new files, preparing files for transfer between offices, storage, maintenance and termination.
3. Maintain and update contact logs, by inputting and retrieving information as required.
4. Contribute to the implementation of breach procedures under the direction of the responsible Offender Manager.
5. To manage and maintain office systems, processes and procedures in respect of case administration, including making appointments, tracking review schedule and trigger process.
6. Organise and attend meetings as required by the Operational team manager.
7. Distribute and receive information from courts, offender management teams, interventions and external organisations as required.
8. Input, maintain, update and retrieve data and statistical information providing management reports as required using computer-based systems.

9. Undertake general office duties, including, photocopying, filing, faxing and word processing for team members.
10. To provide reception duties in a manner which meet service aims and objectives.
11. To provide cover to other offender management units and intervention units as required.
12. To promote equality and anti-discriminatory practice to all service users and staff in line with National Probation Service Lancashire policies.
13. To undertake any other duties which are commensurate with the grading of the post.

***This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time and should not be regarded as exclusive or exhaustive. There may be other duties and requirements at the same or lower responsibility level associated with this post.***

## PERSON SPECIFICATION

<b>Job Title:</b>	Case Administrator	<b>Team:</b>	LDU
<b>Grade:</b>	Band 2	<b>Date:</b>	November 2015

Short-Listing Criteria	Essential/ Desirable (E/D)	Assessment Method (How it will be measured whether a candidate meets the criteria)
<p><b><u>Qualifications</u></b></p> <ol style="list-style-type: none"> <li>1. NVQ level II in Administration or equivalent</li> <li>2. Word processing qualification</li> </ol>	<p>D</p> <p>D</p>	<p>Application form</p> <p>Application form</p>
<p><b><u>Knowledge/Experience</u></b></p> <ol style="list-style-type: none"> <li>1. Experience of working in an administrative environment using office systems, processes and equipment</li> <li>2. Experience of using Microsoft Office and its applications, i.e., word , excel,</li> <li>3. Experience of working in a reception environment.</li> <li>4. Experience of working with a wide variety of people at different levels and from different backgrounds.</li> </ol>	<p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>Application form</p> <p>Application form/Test</p> <p>Application form/Interview</p> <p>Interview</p>
<p><b><u>Skills/Abilities</u></b></p> <ol style="list-style-type: none"> <li>1. An ability to prioritise own work to achieve targets.</li> <li>2. Ability to work as part of a team, demonstrating an ability to work flexibly to complete workloads.</li> <li>3. Organisational skills in order to arrange meetings, book appointments and maintain diaries.</li> <li>4. Ability to input/maintain and retrieve information in a timely manner.</li> </ol>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Test</p> <p>Interview</p> <p>Interview</p> <p>Test</p>
<p><b><u>Commitments</u></b></p>		

1. Commitment to Equal opportunities and Diversity in the workplace.	E	Interview
2. Willingness to work flexibly to meet the demands of the service.	E	Application form/interview
3. Committed to the aims and objectives of the service.	E	Interview

\* Cumbria and Lancashire CRC has a target of no more than 10 days absence per employee per annum. Candidates who are offered a conditional offer of employment will, therefore, be required to demonstrate that this can be reasonably achieved by them detailing their absence record including dates and reasons for each period of absence over the last two years and by completion of a medical questionnaire and assessment by Occupational Health. Absences related to a one-off medical complaint, now resolved, e.g. operation and pregnancy-related illness will be disregarded in this assessment. Absences related directly to the DDA will also be disregarded.