



## JOB DESCRIPTION

Job Ref.:

<b>Job Title:</b>	Case Administrator		
<b>Grade:</b>	Band 2	<b>Review Date:</b>	June 2011
<b>Location:</b>	Various	<b>Hours:</b>	Various
Occasional travel across Norfolk and Suffolk may be required			
<b>Responsible to:</b>	Operational Support Manager (OSM)	<b>Department:</b>	Various
<b>Responsible for:</b>	<b>People:</b>	N/A	
	<b>Budget:</b>	N/A	
	<b>Physical Resources:</b>	N/A	

### Key Relationships/Functional Links:

Offender Managers/Supervisors, Administrative Assistants, Senior/Probation Officers, Probation Service Officers, Tutors/Facilitators, Programme Managers, Victim Liaison Officers, Courts, Pre-Sentence Report Writers, Public Protection Unit, Prison Staff and other Agencies/Organisations, eg, Serco.

### Overall Purpose:

To provide administrative support to Offender Management, Court and Intervention Teams to ensure that Teams are able to deliver services to offenders and stakeholders in a highly effective manner; reaching required standards of performance and achieving local and national delivery targets.

### Main Responsibilities:

#### Generic Administration Tasks

1. To manage the 'bring-forward' systems; ensuring that appropriate reminders are issued.
2. To ensure appropriate information and induction packs for offenders are prepared.
3. To ensure files are prepared and maintained, and that these are up-to-date and available when required in order to meet daily business/service requirements.
4. To deal directly with offenders in person or by telephone in order to give and receive basic factual information.
5. To routinely undertake archive/file management; ensuring the appropriate management and disposal of files in accordance with data management/protection principles.

6. To maintain electronic records; ensuring that all required data items are present, taking necessary steps to acquire and input missing data and to produce reports.
7. To be responsible for the administration of post/Admin email box coming into the team, ensuring that this is sorted, distributed and actioned as necessary.
8. To undertake any administrative tasks as authorised by the OSM.
9. To provide cover for the front-desk/reception as appropriate and required, which may include evening cover.

### **Offender Management**

10. To routinely maintain and update the Case Management System and other databases.
11. To follow and administer enforcement procedures in a timely manner.
12. At the conclusion of sentences, to be responsible for ensuring that cases are terminated in accordance with Norfolk and Suffolk Probation Trust procedures.
13. To administer the process for dealing with offenders transferring in or out of the supervision of Norfolk and Suffolk Probation Trust, ensuring the timely and accurate exchange of relevant information.

### **Courts**

14. To be responsible for administering Pre-Sentence Report requests as required and putting in place all necessary arrangements for the completion of reports in a timely manner.
15. To ensure that the Case Management System and other databases are updated in a timely manner to reflect court outcomes and available for internal teams and external partners as required. To ensure that any required actions by others are clear and communicated in a timely manner.
16. To complete all relevant documents and forms at appropriate times during the business-day of the Court.
17. To regularly liaise with Court Duty Officers on a range of issues to ensure the smooth and efficient delivery of court services.
18. To liaise with members of the Offender Management Team to arrange for the transfer of documents and files required in relation to particular cases during the course of the day.
19. Using established systems; to be responsible for the administration of allocation of cases to Offender Managers at the conclusion of hearings in the Courts.

### **Interventions – Programmes**

20. To routinely update the Case Management System and other databases as required; updating electronic and manual records with programme details, collating and disseminating information on offender attendance at meetings, in programmes, etc.
21. To support the offenders' attendance on programmes by making necessary transport arrangements.
22. To undertake all appropriate administration duties to support service delivery within Interventions and regularly communicating directly with offenders.

### **Interventions – Unpaid Work**

23. To routinely update the Case Management System and other databases as required; updating electronic and manual records with Unpaid Work details, collating and disseminating information on offender attendance to work.
24. To support the offenders' attendance on Unpaid Work by making necessary transport arrangements.

25. To undertake all appropriate administration duties to support service delivery within Unpaid Work and regularly communicating directly with offenders.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and the grade has been established on this basis.

### **Job Evaluation**

This job description has been compiled to allow the job to be evaluated using the Probation Service scheme. Any significant changes in this job description will be discussed with the post-holder in the first instance and may result in the post being re-evaluated under the scheme.

### **Equal Opportunities**

The post-holder is required to carry out the duties outlined in this job description in accordance with the Trust Diversity Policies. The Norfolk and Suffolk Probation Trust is committed to equality of opportunity and the promotion of diversity in the delivery of its services and employment practices. It is the responsibility of every Employee to treat every individual we come into contact with through our work with dignity and respect and to work towards eliminating any unlawful or other improper discrimination.

### **Health and Safety**

The post-holder is required to carry out the duties outlined in this job description in accordance with National and Trust Health and Safety Policies and Legislation. It is the duty of every employee whilst at work to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions. Any concerns should be raised immediately through line-management structures and the Job-holder is expected to contribute to any risk assessment.

### **Confidentiality and Professionalism**

It is the duty of every employee to maintain confidentiality and professionalism with all aspects of their work; acting in accordance with the values and objectives of the Probation Service.