

## PERSON SPECIFICATION

Ref.:

Job Title: Case Administrator

Grade: Band 2

Review Date: June 2011

Location: Various

Department: Various

### Knowledge and Qualifications:

	E	D	Method of Assessment
1. Knowledge of administrative systems and processes.	✓		• A/I
2. Good understanding of office procedures.	✓		• A/I
3. RSA Stage II in Word Processing (or equivalent)		✓	• A
4. NVQ 2/NVQ 3 in Administration (or equivalents)		✓	• A
5. An understanding of the Criminal Justice System and how the Probation Service fits and works within it.		✓	• A/I

### Recent and Relevant Experience:

	E	D	Method of Assessment
6. Experience of working within a busy office environment.	✓		• A/I
7. Experience of using computerised systems for data inputting and undertaking this to high degrees of accuracy.	✓		• A/I
8. Experience of establishing and maintaining manual and electronic filing and recording systems using IT packages including Word, Excel, Access and Lotus Notes (or equivalent packages).	✓		• A/I
9. Experience of working pro-actively as part of a team.		✓	• A/I
10. Experience of dealing with the public.	✓		• A/I
11. Experience of handling difficult clients and situations.			• A/I

### Skills and Competencies:

	E	D	Method of Assessment
12. Ability to communicate effectively; verbally, being clear and communicating with a range of people and in writing, producing documents to a good standard of content and accuracy.	✓		• I
13. Ability to organise own workload and manage priorities.	✓		• I
14. Ability to work on own initiative.	✓		• I
15. Ability to input/maintain and retrieve information in an accurate and timely manner.	✓		• I
16. Ability to work accurately with attention to detail.	✓		• A/I

### Physical, Mental and Emotional Demands:

	E	D	Method of Assessment
17. The role will require some lifting, carrying and, in relation to archiving, working in dusty environments. In accordance with the requirements of the Equality Act 2010, reasonable adjustments will be negotiated in relation to this aspect of the work if required.	✓		• A/I

### Other:

	E	D	Method of Assessment
18. The postholder will be required to deal with material of a sensitive and confidential nature and will be required to handle this in an appropriate manner.	✓		• I
19. A commitment and willingness to undertaking appropriate development to enhance professional practice and to respond positively to the introduction of new technology and processes.	✓		• I

### Key –

[E] = Essential Criteria

[D] = Desirable Criteria

Method of Assessment

[A] = Application (Form or CV)

[I] = Interview

[T] = Psychometric or other Tests