

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:

DATE REVIEWED

REVIEWED BY:

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, interrogate and maintain team performance data, (*including annual leave and staff training?*) across the directorate.
- Deal with requests or enquiries using own initiative to reply or obtain further information, dealing with issues as appropriate
- Liaise with internal and external stakeholders and partners, including organising, servicing and taking minutes for meetings as required.
- Develop and implement administrative systems that support operational business
- Maintain filing systems, including those of a confidential nature, in a timely manner to ensure all working files are up to date and prompt and efficient retrieval of information can be achieved
- Develop positive relationships, including preparing for and receiving visitors, representing the organisation
- Collate papers and information
- Load case to OMS
- Check sources of information (Police, SS, DBS)
- Schedule appointments
- Correspondence
- Manage staff diaries
- Manage room bookings

- Telephone contact with service users and other agencies
- 1. Generate outline achievement plans
- Monitor attendance
- Prepare paperwork for breach
- (*Kiosk management? – Future work what does this cover?*)
- Reception cover
- Maintain a database of partner points of contact
- Induct offenders into use of kiosks – (Future work- what does this cover?)

General Responsibilities:

- You may be required to work in an alternative administration role time to time.
- You will be required to participate in staff rotation.
- Attend any training as and when required.

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
- Team members will be supported effectively.
- Management information provided accurately and within specified deadlines.
- All records maintained accurately and completed within specified legal requirements where appropriate and in accordance to any prison service order and instructions where applicable
- To work 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.	Operating to tight deadlines	X		Application form/interview
3.	Detailed & accurate work	X		
4.	Excellent IT skills	X		
5.	Interpersonal skills for phone & face to face contact with offenders & agencies	X		
6.	Pro-social modelling positive behaviour with offenders	X		
7.	Calm under pressure	X		
8.	Tenacity	X		
9.	Good team working skills	X		
10.	Performance & outcome orientated	X		
11.	Open-minded & supportive approach to offenders	X		
12.	Ability to build strong relationships	X		
13.	Highly motivated	X		
14.	Working with others		X	
15.	Planning and organising		X	
16.	Resilience		X	
17.	Continuous improvement		X	
18.	Results orientated		X	