

## JOB DESCRIPTION

|                         |                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------|
| <b>Job Description:</b> | Service Support Officer                                                                   |
| <b>Grade:</b>           | Band 2                                                                                    |
| <b>Location:</b>        | Post based in Delivery Units                                                              |
| <b>Responsible to:</b>  | Manager – Business Services                                                               |
| <b>Liaison with:</b>    | Head Office<br>Other Probation Services<br>Other Agencies<br>Members of the Public<br>NPS |

## SCOPE AND FORMAT

These duties may apply to all posts or in some specialist functions. There is an Appendix headed Key Functions and Competencies, which also apply to all posts.

## APPLICATION

The intention is to enable more flexibility in staff roles, in the interests of both efficiency and staff development. Any proposed changes to staff roles would be subject to consultation and to the person concerned possessing the necessary knowledge and skills to carry out new duties, or receiving appropriate training and induction.

## RESPONSIBILITIES

1. Ensure that the safeguarding of children is a consideration and a priority in all that you do to fulfill your job role.
2. Develop personal practice and skills through training, supervision and the appraisal process.
3. Ensure that all activities are conducted in an anti-discriminatory way in accordance with equal opportunities.
4. Work within the policies and practice instructions of Essex CRC.

## DUTIES

1. Assist Offenders in completion of relevant assessments e.g. Basic Skills Screening Test, PREM1 form including Ethnic Monitoring.
2. Maintain diary systems in relation to appointments for offenders as appropriate; e.g. attendance at allocated programmes.
3. Make up, close and record relevant details on offender files and contact logs.

4. Liaison with other agencies to arrange attendance or meetings with offenders e.g. prison visits; pre sentence report visits; breach hearings; drug agencies; or participation in group work sessions.
5. Maintain systems designed for setting up group work programmes; monitoring and evaluating enforcement; receipt of Crown Prosecution Service and Police paperwork; and public protection cases.
6. Undertake administrative procedures relating to the delivery of the Interventions service.
7. Maintain regular communication with Offender Managers/Community Payback Coordinators relating to offender status, availability and attendance in serving their sentence/order.
8. Monitor and record incoming paperwork, movement of files and preparation and dispatch of routine papers or correspondence.
9. Assist with travel arrangements for offenders where appropriate.
10. Enter and update statistical information onto appropriate databases.
11. Deliver Reception services.
12. Maintain and update the local office petty cash records.
13. Assist the Manager – Business Services to maintain the local office premises at an appropriate and safe standard, including reporting and arrangement of necessary repairs.
14. Assist in the administration of enforcement processes.
15. Liaison with NPS staff regarding breach of offenders and prepare breach packs for court.
16. Liaise and share information with prison establishment personnel.
17. Produce, on a regular basis, information, reports, statistics, attendance lists and tables from data bases relevant to the delivery of services and the management of offenders.
18. Maintain, update, manage and assess the accuracy of data bases relevant to the role and delivery of services.
19. Carry out any relevant and appropriate additional duties when requested to do so.
20. Provide administrative support for Integrated Offender Management, liaise with external agencies and minute meetings as required. Undertake specific IOM administration duties as required.
21. Use office and computer based equipment to produce a range of documentation and correspondence including; reports, letters, records, agendas, minutes etc.

22. Use of a range of computer software including Delius and OASys in providing comprehensive administration support.
23. Handle telephone calls and enquiries from external partner agencies and probation/police staff.
24. Undertake office routines associated with a range of support activities, including:
  - Create, maintain and update records and files.
  - Process and update computer based and manual files and filing systems.
  - Assist in the recording and collection of statistical information.
  - Organise meetings both internal and external, organise venues, prepare agendas and minutes, and maintain records.
  - Dissemination of action points and minutes.

|                    |
|--------------------|
| <b>COMPETENCES</b> |
|--------------------|

### **VQ2 UNITS (2012)**

AA1 Promote equality and value diversity

AE1 Maintain and develop your own knowledge, skills and competence

**The following competences are based on units of the Business & Administration VQ Award**

#### **UNIT 211 – Provide Reception Services**

- > Understand the purpose of reception services in a business environment
- > Understand the procedures to be followed when providing reception services
- > Understand ways of improving reception services and developing own role
- > Provide a reception service

#### **UNIT 346 – Manage Case Files**

- > Understand the legislative and organisational requirements for managing case files
- > Understand how to handle case information
- > Understand how to manage case files
- > Be able to manage case files

#### **UNIT 334 – Data Management Software**

- > Enter, edit and maintain data records in a data management system
- > Retrieve and display data records to meet requirements

#### **UNIT 301 – Manage Own Performance in a Business Environment**

- > Understand how to plan and prioritise work and be accountable to others (L3).
- > Understand how to behave in a way that supports effective working (L2&3)

- > Be able to plan, prioritise and be accountable for own work (L3)
- > Behave in a way that supports effective working (L2&3)

### **UNIT 302 – Evaluate and Improve own Performance in a Business Environment**

- > Understand how to evaluate and improve own performance (L3)
- > Be able to evaluate and improve own performance using feedback from others (L3)
- > Be able to use evaluation of own performance to agree, develop and use a learning plan (L3)

### **UNIT 303 – Work in a Business Environment**

- > Understand the purpose and benefits of respecting and supporting other people at work (L3)
- > Understand how to maintain security and confidentiality at work and deal with concerns (L2&3)
- > Understand how to assess, manage and monitor risk in the workplace (L3)
- > Understand the purpose of keeping waste to a minimum in a business environment, and the procedures to follow (L3)
- > Understand procedures for disposal of hazardous materials (L2&3)
- > Understand ways of supporting sustainability in an organisation (L3)
- > Be able to respect and support other people at work in an organisation (L2&3)
- > Be able to maintain security and confidentiality (L2&3)
- > Be able to assess, manage and monitor risk (L3)
- > Be able to support the minimisation of waste in an organisation (L3)
- > Be able to follow procedures for the disposal of hazardous waste in an organisation (L3)
- > Be able to support sustainability in an organisation (L3)

### **UNIT 304 – Communicate in a Business Environment**

- > Understand the purpose of planning communication (L2&3)
- > Understand how to communicate in writing (L2&3)
- > Understand how to communicate verbally (L2&3)
- > Understand the purpose and value of feedback in developing communication skills (L3)
- > Be able to plan communication (L2&3)
- > Be able to communicate in writing (L2&3)
- > Be able to communicate verbally (L2&3)
- > Be able to identify and agree ways of further developing communication skills (L2&3)