



HM Prison & Probation Service

Job Description (JD)

Band 4

Group Profile – Business Administrator Specialist (BAS)

Job Description – BAS: Senior Case Administrator OMU

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| JD Evidence | |

Job Description

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| Job Title | Senior Case Administrator OMU |
| Group Profile | Business Administrator Specialist |
| Organisation Level | Delivery |
| Band | 4 |

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| Overview of the job | <p>This is an Administrative job in an establishment.</p> <p>This role is particularly designed for Local Establishments with a high churn.</p> |
| Summary | <p>This role acts as a Senior Case Administrator reporting direct to the Band 5 Hub Manager. The role involves the checking and compilation of various mandated processes within the OMU department's Case Administration team.</p> <p>The job holder will act as deputy to the Band 5 Hub Manager in regard to Custody work and will hold responsibility for checking and ensuring compliance with Sentence Calculation PSIs.</p> <p>In addition to the standard case administrator role, the role involves the management of an allocated caseload.</p> <p>This is a non-operational job with no line management responsibilities. This role is rotational.</p> |
| Responsibilities, Activities and Duties | <p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Organise, produce and maintain accurate records for the area of work e.g. checklists etc. • Undertake the transactional activity associated with the Offender Management function. This includes processing the following paperwork ready for checking and onward transmission by the Hub Manager: <ul style="list-style-type: none"> ○ Discharge Report / Pre-Discharge Report ○ Bail applications ○ Release on Temporary License (ROTL) ○ Home Detention Curfew (HDC) ○ Offender Assessment and Sentence Management (OaSys) ○ Multi-Agency Public Protection Arrangements (MAPPA) ○ Re-categorisation ○ Sentence calculations, including conduct initial checks ○ Appeals ○ Violent Sex Offender Register (VISOR) ○ Multi-Agency Risk Assessment Planning (MARAP) ○ Adjudications ○ Indeterminate Sentence Prisoners ○ Parole applications ○ Legal Correspondence ○ License Applications ○ Resettlement overnight Release ○ Prisoner Fines ○ Foreign Nationals/Deportation/Immigration ○ Risk to Children/Safeguarding Children |

- Harassment/Restraining Orders
- Category A administration
- Recall paperwork
- Public Protection
- Ensure completion of mandatory daily tasks list and tasks have been allocated fairly within the team.
- Ensure all release and transfer paperwork has been completed by the team.
- Will hold responsibility for checking and ensuring compliance with Sentence Calculation PSIs
- Act as a SPOC for all communications to the team, prioritise and distribute to the appropriate person or relevant department in the establishment e.g. managing custody inbox/OMU inbox.
- Correspond with relevant stakeholders and agencies to ensure that they are aware of information and that it is adequately shared e.g. liaison with PPCS case managers for specific parole cases.
- Maintain and check establishment databases, manual filing systems and logs of information with responses within timescales, producing reports as required e.g. Data quality, Caseload databases, HDC Logs etc.
- Arrange any meetings including the preparation of paperwork, minutes and action points e.g. Monthly OMU Meetings, IRMT.
- Act as specialist administrator and continue to develop skills and understanding of all processes. Lead on the accommodation and assimilation of new processes or policy within the function.
- Develop training guides and aid memoirs to use in developing and training junior colleagues.
- Act as a mentor/induction co-ordinator for all new starters within the function, working to develop their initial skill set and work to increase knowledge and capability. Identify any areas of concern/deficit and advise the hub manager at the earliest opportunity.
- In conjunction with the Hub Manager to review new and existing process and provide specialist advice and consultation to Head of Department for and during discussions about new process and planning decisions.
- Investigate and report upon administrative errors within the department adopting an objective problem solving approach to issue resolution.

Undertake other management/administrative tasks including:

- Complete monitoring returns for the area of work e.g. liaison with Hub Manager.
- Prepare paperwork for checking by their manager, conducting 20% of all initial checks as required and reporting trends and developing solutions for presentation to the Hub Manager. Completing 2 day checks.
- When required, attend meetings on behalf of their unit.
- As senior administrator, work to deliver innovation and change.
- Working alongside and informing/advising the Hub Manager during annual staff appraisals.
- Ad hoc roles and responsibilities as required.

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.

An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.

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| Behaviours | <ul style="list-style-type: none"> • Changing and Improving • Communicating and Influencing • Working Together • Managing a Quality Service • Making Effective Decisions |
| Strengths | It is advised strengths are chosen locally, recommended 4-8. |
| Experience | <ul style="list-style-type: none"> • Practical knowledge and experience in Custody work including a proven record of sentence calculation and other Case Administrative functions and have been working in that environment for over 12 months. |
| Technical Requirements | <ul style="list-style-type: none"> • Completion of Sentence Calculation training to an Advanced Level. • Job holders must complete specific training in their administrative specialism once they take up post. • When transferring to a Young Persons establishment the job holder will be required to successfully undertake an assessment to demonstrate suitability to work with Young People. |
| Ability | <ul style="list-style-type: none"> • Able to deal effectively and assertively with staff at all levels • Able user of MS Word and MS Excel • Information collation and analysis |

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| Minimum Eligibility | <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist. |
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| Hours of Work (Unsocial Hours) Allowances | 37 hour working week |
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Success Profile

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| Behaviours | Strengths <small>It is advised strengths are chosen locally, recommended 4-8</small> | Ability | Experience | Technical |
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| Changing and Improving | | Able to deal effectively and assertively with staff at all levels | Practical knowledge and experience in Custody work including a proven record of sentence calculation and other Case Administrative functions and have been working in that environment for over 12 months. | Completion of Sentence Calculation training to an Advanced Level. |
| Communicating and Influencing | | Able user of MS Word and MS Excel | | Job holders must complete specific training in their administrative specialism once they take up post. |
| Working Together | | Information collation and analysis | | When transferring to a Young Persons establishment the job holder will be required to successfully undertake an assessment to demonstrate suitability to work with Young People. |
| Managing a Quality Service | | | | |
| Making Effective Decisions | | | | |
| Choose an item. | | | | |
| Choose an item. | | | | |