NPS Job Description (JD)

NPS Band 2

Directorate: National Probation Service

Job Description: Case Administrator

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Job Title	Case Administrator
Directorate	National Probation Service
Band	2

Overview of the job	This is an administrative job within the National Probation Service.
Summary	The jobholder will provide administrative support within the National Probation Service (NPS), ensuring that staff and service users are supported through efficient processes, maintaining administration systems within specified timescales in order to promote the achievement of team and Divisional objectives. In line with NPS policies and procedures, the job holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do. This role may involve some out of hours work. The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.
Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties: - Responsible for setting up and maintaining accurate offender and victim information on relevant approved databases. - Ensure the effective administration of referrals to and relationships between offender management, victims, interventions, service providers and external agencies and partnerships to enhance positive outcomes, manage risk, and reduce reoffending. - Prepare, maintain and collate case and other records, files and management information, in accordance with the standards required. - Receive and distribute information and communications in an appropriate manner, e.g. telephone, paper, e-mail. - Provide cover for an effective and efficient reception and telephone enquiry service - Act as single point of contact within unit for specialist area of work as required - Deal fairly, effectively and firmly with a range of Service users, some of whom may be in crisis, distress or who may display inappropriate or aggressive behaviour, and to seek appropriate support in accordance with the circumstances and office procedures. - Make practical arrangements such as appointments, directions, etc., for the implementation of the Sentence Plan. - Carry out enforcement administration as required. - Where necessary, issue petty cash /vouchers/warrants for travel costs etc, maintaining appropriate records in line with local office financial procedures. - Organise the availability of appropriate equipment, materials, and facilities for activities relating to the management of cases. - Report faulty equipment and / or materials to Manager and arrange for replacement/ repair as agreed. - Maintain appropriate systems to ensure the effective use of general unit resources and make recommendations for improvement as necessary. - Undertake specific Visor administration tasks in accordance with the procedures - Attend meetings as appropriate. Provide support to meetings as required including organising agenda, taking and , distributing notes/minutes and action points - Ensure all activities are conducted in accordance with Health and Safety policies and procedures, undertake equipment tests as required.

	- Provide cover within the unit and to other units within the LDU and Division as appropriate. - Carry out safeguarding children duties in accordance with the NPS statutory responsibilities and agency policies - Demonstrate pro-social modelling skills by consistently reinforcing pro-social behaviour and attitudes, challenge anti-social behaviour and attitudes. - To work within the aims and values of NPS and NOMS 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 Job Evaluation and shall be discussed in the first instance with the Job Holder.
Behaviours	- Delivering at Pace - Making Effective Decisions - Working Together - Changing and Improving - Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8
Essential Experience	- Strong communication skills (verbal and written) and ability to communicate effectively with a wide range of individuals, including those who may present difficult or aggressive behaviour - Use and work on own initiative An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh
Technical requirements	- Good keyboard and IT skills including proficiency in MS Office Word, and basic skills in Excel - Possess basic numeric skills.
Ability	- Ability to use databases

Minimum Eligibility	*Please do not alter this box* - 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.

Hours of Work (Unsocial Hours) Allowances	

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Delivering at Pace		Use of Databases	Experience of using own initiative	Basic numeric skills
Making Effective Decisions			Experience of communicating effectively with a wide range of individuals including those who may present difficult or aggressive behaviour	IT Skills; Microsoft: Word, and basic Excel
Working Together				
Changing and Improving				
Managing a Quality Service				