



## Day in the life of a Case Administrator.....

My name is Emily. I work at the Norwich Service Centre and my role is a Case Administrator.

I started in March 2019. There has been so much going on over the past couple of years, especially with COVID as well. It's been a bit of a roller coaster.

I work between 8:00 till 4:00, sometimes I do a half eight till half four.

Our team are quite multi-functional really. We do a lot of different things with a wide variety.

We do housing training, employment and education, so that's updating our database with all the information about people on probation and we pass details over to the probation team so they've got the picture of what needs to happen on probation with that person and know how many people on probation have accommodation and employment. We also send breach notices out if someone's failed to attend or comply with their appointment.

We have a help desk within our Service Centre as well, and that's probably one of the most challenging roles, it's very constant, you must really be on the ball.

What else do we do? We do so much. We really do. And I love it.

You know a lot of people have this perception of admin work and it's just sort of nine to five sitting at a computer screen. But you're doing so much more. You have a really big impact on so many people within the organisation, and the people on probation. We are a very big support role. You can just make such a big difference even doing the Case Admin role.

This role can be such a good stepping stone, but equally, if you wanted to stay as a Case Administrator you can grow within that role as well, so there's so much that you can do with this role, it's a really good opportunity. I would recommend it.

