



Job Description

Title – Case Administrator

Version - 1 Date - 24/06/10

Post Number:	J1129
Grade /Scale:	3
Weekly Hours:	37 hours per week
Department:	Criminal Justice
Status:	Established
Responsible To:	Case Team Leader
Responsible for:	No Staff Responsibility
Location Work base:	Mansfield House
Job Role /Purpose:	To undertake tasks in relation to the preparation of cases within the various teams, to include Prosecution Teams, Process File Unit, Collision File unit and Customer Service unit. To deal with enquiries from internal and external customers as well as providing advice, guidance and information as appropriate.
Contacts:	Police Officers, Police Staff, CPS, Courts, Defence Lawyers, Probation, Hospitals, members of the public and any other partnership or external agencies
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

To be educated to GCSE Grade C or equivalent in English Language or be able to demonstrate the ability to the above level by work experience.

To be educated to ECDL Basic level or demonstrate the ability to work to the above level by work experience, to include Outlook, Work, Excel.

Work Experience:

Demonstrate an ability, or have experience of:

Accurately inputting and extracting information on computer databases.

Following office procedures and practices where photocopying, filing and form completion.

Ability to adapt to new ways of working and its demands, suggesting changes to existing systems in order to achieve improvements.

Working to strict deadlines whilst maintaining attention to detail.

Working in a team based environment, cooperating and supporting others.

Ability to prioritise workload, maintaining accurate, orderly and up-to-date work.

Work in a confidential and sensitive environment.

Personal / Interpersonal Skills, Aptitudes:

Have effective communication skills, both verbal and written.

Demonstrate a level of awareness of diversity issues appropriate to this role.

Special Skills:

N/A

Other:

N/A

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

To be educated to NVQ Level 2 in Customer Care or Business Administration or be willing to study for it or its equivalent.

Work Experience:

Experience of working in a confidential environment.

Effective contact and involvement with outside agencies/external customers.

Ability to assess new information and re-organise to meet new demands.

Experience of compiling well-structured reports and written summaries.

Ability to carry out research to identify relevant facts that are not immediately available.

Have a basic knowledge of a prosecution file in particular the completion of MG forms on that file.

Personal / Interpersonal Skills, Aptitudes:

N/A

Special Skills:

Knowledge of court procedures.

Knowledge of Vantage, CIS, PNC, ASU, NSPIS Case Prep and Custody, Libra.

Other:

N/A

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

1. To deal with enquiries from customers, both external and internal, either verbal or written.
2. To process minor offences, document and charged, ensuring files are produced to the required standard and within specified time scales.
3. Obtain additional statements/information as appropriate, referring files of a more technical or complex nature to a Case Builder.
4. To deal with medical requests, corresponding with hospitals/doctors and chasing this request as necessary. Once received alert the OIC and relevant case builder.
5. Ensure all files are clearly marked as to disposal and other information and are stored according to policy and in readiness for court.
6. Scan files as appropriate.
7. To take responsibility for personal development, identifying developmental training needs, in conjunction with the Line Manager.
8. To assist in the establishment and development of policy and procedure relevant to the unit as and when appropriate.

Management/Leadership:

N/A

Technical:

N/A

Communication:

To liaise with other team members, police, other Forces, CPS, external agencies and members of the public, dealing with enquiries and correspondence as appropriate. Enquiries may involve dealing with confrontation, conflict and/or sensitive matters.

Contact and update victims, witnesses, police officers and other relevant parties, as appropriate, by telephone, e-mail, letter, etc.

Send letters of case result to relevant parties.

Provide advice and guidance, where appropriate, to police and team members.

Administration:

To input, amend and extract information from computer systems.

To prepare documents by means of word processor in support of unit activities.

To scan and copy files as appropriate.

Operate and maintain Bring Forward system for the unit, ensuring that enquiries are completed in relevant time scales.

General:

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job, to include providing cover, when needed, of a similar nature, to other Criminal Justice units.

This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities.

Other:

N/A

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

- We analyse critically
- We are innovative and open-minded
- We are emotionally aware
- We take ownership
- We are collaborative
- We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

- Integrity
- Impartiality
- Transparency
- Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Please select one - Recruitment Vetting (RV) or Management Vetting (MV)
- 2) Please select one - Counter Terrorist Checks (CTC) or Security Check (SC)
- 3) Please select one - Developed Vetting (DV) or N/A

Date line manager checked vetting level needed :

Car User: Yes / No - Essential /Casual Allowance *{per mile / day etc}*: N/A

Budgetary Management: Yes / No Budget Value approximate value £

Additional Information: N/A

Reasonable adjustments

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Organisation Chart

Manager Level

Team Leader Level

Supervisor Level

Administration
Level

Administration
Level

Administration
Level

Clerk Level

Clerk Level

Clerk Level