



# HM Prison & Probation Service

## Job Description (JD)

### Band 4

## Group Profile – Business Administrator Specialist (BAS)

## Job Description – BAS: Senior Case Administrator

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## Job Description

<b>Job Title</b>	Senior Case Administrator
<b>Group Profile</b>	Business Administrator Specialist (Complex)
<b>Organisation Level</b>	Delivery 3-4
<b>Band</b>	4

<b>Overview of the job</b>	<p>This is an Administrative job in a Complex establishment.</p> <p>This role is particularly designed for Local Establishments with a high churn.</p>
<b>Summary</b>	<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>This is a non-operational job with no line management responsibilities.</p>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Organise, produce and maintain accurate records for the area of work e.g. checklists etc.</li> <li>• Ensure completion of mandatory daily tasks list and tasks have been allocated fairly within the team.</li> <li>• Ensure all release and transfer paperwork has been completed by the team.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Arrange any meetings including the preparation of paperwork, minutes and action points e.g. Monthly OMU Meetings, IRMT.</li> <li>• 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.</li> <li>• Develop training guides and aid memoirs to use in developing and training junior colleagues.</li> <li>• 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.</li> <li>• 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.</li> <li>• Investigate and report upon administrative errors within the department adopting an objective problem solving approach to issue resolution.</li> </ul>

	<p>Undertake other management/administrative tasks including:</p> <ul style="list-style-type: none"> <li>• Complete monitoring returns for the area of work e.g. liaison with Hub Manager.</li> <li>• 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.</li> <li>• When required, attend meetings on behalf of their unit.</li> <li>• As senior administrator, work to deliver innovation and change.</li> <li>• Working alongside and informing/advising the Hub Manager during annual staff appraisals.</li> <li>• Ad hoc roles and responsibilities as required.</li> </ul> <p>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.</p>
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<b>Competencies</b>	<p>All of the competencies in the HMPPS Competency and Qualities Framework are relevant to this group profile. For the purpose of selection the following competencies will be measured:</p> <ul style="list-style-type: none"> <li>• 2. Changing and Improving</li> <li>• 3. Making Effective Decisions</li> <li>• 4. Leading and Communicating</li> <li>• 5. Collaborating and Partnering</li> <li>• 8. Delivering Value for Money</li> <li>• 9. Managing a Quality Service</li> </ul>
<b>Minimum Eligibility</b>	<ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• All external candidates are subject to 6 months probation. Internal candidates are subject to probation if they have not already served a probation period within HMPPS.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which the Prison Service considers to be racist.</li> </ul>
<b>Essential Skills/Qualifications/Accreditation/Registration</b>	<ul style="list-style-type: none"> <li>• Completion of Sentence Calculation training to an Advanced Level.</li> <li>• They should have 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.</li> </ul> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>

<b>Hours of Work and Allowances</b>	
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