Job Evaluation Number	C390

JOB DESCRIPTION

Job Title: Case Disposals Administrator CJ	
Job Family: Business Support	**Role Profile Title:** BB2 Police Staff
Reports To: CJ Team Leader	**Band level:** 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE**: Defines the role, put simply, why it exists.

The overall purpose of the role is to: Provide a high quality administrative service to customers (both internal and external) working within force and departmental guidelines towards the aims and objectives of the department and the organisation.

b. **KEY ACCOUNTABILITY AREAS**: Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:
1. Process, review and result all Thames Valley court disposals (including Back Record Conversions) onto the appropriate systems (Bichard 7, Common Platform, PNC, XHIBIT, NICHE RMS) within the 10 day Home Office target to a consistently high quality standard, ensuring work is accurate.
2. Provide appropriate information on civil disclosure including CICA, Parole Board, Probation and partner agency requests, treating each case individually on its own merits, ensuring information only released to relevant parties within the confines of the Data Protection Act and other legislation.
3. Contribute to the efficiency of information by entering, updating, retrieving and disposing of digital and manually stored case file information using appropriate systems and databases. Ensure that they are accurately maintained and processed within the agreed timeframes.
4. Provide a consistently high quality customer service, challenging working practises and making recommendations for improvement, whilst continually working towards the aims and objectives of the department and the organisation.
5. Process and prepare any additional documentation as required and according to all relevant multi agency Service Level Agreements.
6. Assist other areas of CJ teams in all functions ensuring that the teams and departments are supported and the service delivery is maintained.
7. Liaise closely with internal and external agencies/customers. Review own workloads daily and prioritise to ensure deadlines/targets are met
8. Work within Health and Safety procedures taking reasonable care for the Health and Safety of themselves and of others who may be affected by their acts or omissions at work. To adhere to policies and procedures in respect of Health and Safety.

Additional Comments: The above allocation of time will vary for an apprentice within this role as they will be expected to spend 20% of their time undertaking development, including time spent completing their Business Administration Apprenticeship.

c. **DIMENSIONS**: Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

Administration function CJ Case Disposals

- Process all Court results and adjournments
- Process all CICA applications
- Update PNC with back record conversions
- Processing all incoming email enquiries (from the Home Office, colleagues and other agencies in relation to Court outcomes

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

Fully competent

The knowledge or skills required in the role are as follows (essential or desirable):	***E/D***
1. Good standard of education with GCSEs (Grade 9-4/A-C) in English and Maths or equivalent.	E
2. Recent experience of working in an administrative role within a customer service environment, including use of databases.	E
3. Proven ability to use own initiative and problem solve within a team environment to make effective decisions within tight time constraints.	E
4. Proven time management and organisational skills to manage changing priorities and meet deadlines.	E
5. Proven ability to pay attention to detail, producing accurate work.	E
6. A pass grade for the PNC Names and Offence Processing Training Courses	E
7. Proven ability of clear and concise written and verbal communication with proven interpersonal skills.	E
8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*.	E
9. Willing to work towards NVQ Business Administration level 2 or equivalent and/or significant experience in this area.	D

10. Proven Knowledge and/or understanding of the Criminal Justice System, MS Office packages and police databases, e.g. PNC.	D
11. Knowledge or experience of partnership and/or multi-agency working.	D
Additional comments:* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	

Apprentice

The knowledge or skills required in the role are as follows (essential or desirable):	***E/D***
1. Good standard of education with GCSEs (Grade 9-4/A-C) in English and Maths or equivalent.	E
2. Ability in keyboard skills and able to operate a variety of computer applications including Microsoft Office - Word and Excel.	E
3. Ability to use own initiative and problem solve within a team environment to make effective decisions within tight time constraints.	E
4. Ability to plan and prioritise work, managing multiple demands and working to deadlines	E
5. Ability to pay attention to detail, producing accurate work.	E
6. Committed to achieving an apprenticeship in Business Administration.	E
7. Ability of clear and concise written and verbal communication with proven interpersonal skills.	E
8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*.	D
Additional comments:* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	