

Job Title: Administrator CJ	
Job Evaluation Number	B664

JOB DESCRIPTION

Job Title: Administrator CJ	Location: Kidlington, Reading and Milton Keynes
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: Team Leader CJ	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:

Service - Prepare case files and digital media to a consistently high quality standard, ensuring work is accurate and delivered within required timescales.

Be the first line contact in answering and resolving day to day queries and problems with minimum referral to Team Leaders.

Provide appropriate information on disclosure, 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.

Contribute to the efficiency of information by entering, updating, retrieving and filing/disposal computer/digital and manually stored case filed information using appropriate systems and databases. Ensure that they are accurately maintained and within the agreed timeframes.

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.

Process and prepare any additional documentation as required and according to all relevant multi agency Service Level Agreements.

People - Liaise closely with internal and external agencies/customers. Review own workloads daily and prioritise to ensure deadlines/targets are met.

Others - 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 .Assist other areas of CJ teams in all functions (when necessary).

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

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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 Administration Support Team – Crime & Postal Requisitions

- Prepare and process all cases relating to Remand, Charge, Bail and Postal Requisitions and submission to CPS/Courts. Including:
 - 1st hearings
 - Medical
 - Registration of postal requisitions
 - Booking of Biometrics'
 - NG plea (both Crown and Magistrates), process/action all further work requests from CPS/Court required for trial, liaising with ERO's, Officers/police staff, CPS & Courts to ensure work is completed.
 - Close down case files and ensure they are archived correctly

Ensure all timeframes are met and submission of work sent to agencies complies with standards/quality in line with the National File Standard. All cases must be uploaded correctly and are sent securely.

Administration function CJ Administration Support Team - Traffic

- Prepare and process all collisions and minor process cases pre-decision until disposal which include:
 - Register offences/cases
 - Prepare Prosecution documents along with disclosure.
 - Driver education
 - Third Party Disclosure
 - Dealing with members of the public.
 - NG plea, process all further work requests from Court/CPO's that is needed for trial, liaising with Process Officers/Enquiry Officers, Officers/police staff, CPS and Courts to ensure work is completed and submitted to CPS before trial.
 - Close down case files including NFA etc and ensure they are archived correctly

Ensure all timeframes are met and submission of work sent to agencies complies with standards/quality in line with the National File Standard. All cases must be uploaded correctly and are sent securely.

Administration function for CJ Administration Support Team - Case Disposals

- Process all magistrates and crown court results and adjournments which include:
 - Bichard 7 portal, LIBRA, PNC & NICHE
 - Close down case files and ensure they are archived correctly
 - Process all Criminal Injury Compensation Authority applications
 - Update PNC with back record conversations

Ensure all timeframes are met and submission of work sent to agencies complies with standards/quality in line with National File Standard. All cases must be uploaded correctly & sent securely.

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 or equivalent standard of experience.	E

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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. Willing to work towards NVQ Business Administration level 2 or equivalent and/or significant experience in this area.	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*.	D
9. Proven Knowledge and/or understanding of the Criminal Justice System, MS Office packages and police databases, e.g. PNC.	D
10. 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

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
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.	