



Restorative Justice Administrator

Location: Greater Manchester, Force Headquarters, Northampton Road

Hours: 25 hours per week (over at least 4 days Monday-Friday)

Salary: £16,732 per annum pro-rata (£11,951 actual) plus 5% pension contribution

Annual Leave: 25 days pro rata plus bank holidays

Please return all application forms by 9am 18th February 2019

To request an application pack please email GMRJ@REMEDIUK.ORG

Alternatively, download an application pack from our website <http://www.remediuk.org/careers-staff-vacancies/> (NB. job info packs will be live on our website from the 9th January)

Interviews will take place the week commencing 25th February 2019

Start dates are anticipated to be 7th May 2019 on successful completion of vetting

Hard copies can be sent to

Remedi,

The Circle,

33 Rockingham Lane,

Sheffield,

S1 4FW

THE WORK

Remedi have been commissioned by the Greater Manchester Combined Authority to provide restorative justice for victims of crime in the Greater Manchester area. Remedi will be working with local charity ROC in undertaking this project utilising volunteers to support the work of the paid team. The work will be spread across the 10 local authority area's - City of Manchester, Wigan, Bolton, Bury, Trafford, Salford, Stockport, Oldham, Rochdale and Tameside

We are recruiting 1 x 25 hour per week administrator to support the work of the practitioners, co-ordinator and manager, with the role being based at force HQ in Manchester providing a central Hub for the all things restorative justice. The role of administrator will be to provide a constant presence within the RJ Hub.

Profile

To provide administrative services as directed by the Remedi Manager and to organise all administrative duties within the office. You will be the central point of contact for referrals for restorative justice across Greater Manchester. In addition, you will process information obtained from court to allocate suitable cases to the RJ practitioner team. You will be required to complete the following with the role as Administrator:

Professionally work in partnership with GM Police, Witness Care and other agencies to access court outcome information and victim details following GDPR policies at all times.

Be responsible for determining the eligibility of RJ referrals and to allocate suitable cases to the Remedi Practitioners/volunteers.

Be responsible for making regular contact with the Remedi practitioners to follow up data and paperwork for case files and monitoring.

Ensure compliance with all Remedi case recording systems and databases and ensure they are up to date and accurate.

Attend regular team meetings and produce accurate and detailed minutes of those meetings.

Undertake direct correspondence with victims and perpetrators of crime when required.

Be responsible for providing the Remedi Manager with up to date and accurate data when requested from the Case Management System and Case files.

Access to GM Police crime management systems to find relevant information regarding an offence

You will be required to undertake any other task, commensurate with the position, as identified by the local Remedi Manager

To do this you will need to have certain skills and qualities:

Communication - As an administrator you will be expected to have excellent communication skills. You will be making proactive calls to victims and perpetrators, which will involve listening and responding to what is being said so people will feel supported, valued and prepared to engage in a restorative intervention. This may also involve signposting to other agencies for support.

You will also need to remain professional at all times when communicating with other agencies, service users and colleagues.

Flexibility – You will be required to work flexible hours from Monday-Friday that meet the needs of the service.

Motivation –The role is very rewarding and enables people affected by crime (both victims and perpetrators) to Cope and Recover. An ability to work on your own initiative and identify areas of administration which can be delivered and streamlined for a more effective service is essential. This is not your average Administration role, it is very fast paced and demanding at times. Often you will be the only person in the office taking phone calls and checking in and out with practitioners who are on visits to ensure their safety and providing them with risk information about criminal cases.

There will be an expectation of you to promote and raise awareness of the service positively at all times. We want you to be the type of person that will see this as a challenge you want to meet because when it is achieved, lives are changed.

You will need to be organized and prompt in navigating systems and providing the Remedi Practitioners and Manager with relevant information and support.

IT Capable – it is essential that you are proficient in using:

Email

Electronic calendar

Word

Excel

Whilst training will be provided in using both the Remedi case management system and the police case management system, prior knowledge of using databases and case management systems would be beneficial. You will be asked to record and monitor statistics and feedback from victims and perpetrators, this is all done electrically in word, excel and our own bespoke case management system. Excellent and up to date upkeep of information is essential.

Safe - We want you to work safely in all aspects of your role. This will mean following our own internal and the Greater Manchester Police policies and procedures and will require you to consider safety in relation to the following aspects:

Safeguarding

Lone Working

General Data Protection Regulations

Confidentiality

What to expect

The role covers the Greater Manchester but you may be asked to travel to Sheffield and other areas in which Remedi occupy for training and staff development purposes. Expenses will be covered.

Internal and external training will be delivered. The expectation is that you engage in this training and implement it within your working life.

DBS and vetting. This role will require a DBS check and police vetting to a high level.

You will have a line manager who you will meet individually at least once a month and they will also be available during the week to provide support and guidance either via phone, email or face to face.
