Remedi Job Description – Administrator (Matenity cover)

# Administrator to provide support for the West Midlands Restorative Justice Practitioners and Manager

**Location:** West Midlands

**Hours:**  35 hours per week

**Salary:** £16,732 per annum plus 6% pension contribution

Location: Derbyshire (Dales and High Peak)

Hours: 35 hours per week

Salary: £19,882 (pro rata) p.a. plus 5% pension contribution

Leave: 25 days plus Bank Holidays

Funding for these posts is currently secured until 31st March 2018.

# 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 the West Midlands. You will be required to complete the following with the role as Administrator:

Professionally work in partnership with West Midlands 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 across the West Midlands.

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.

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

You will be asked to record and monitor statistics and feedback from victims and perpetrators, this is all done electrically in word and excel. 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 West Midlands 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 West Midlands 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.