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**JOB PROFILE**

**Administrator (20 hours per week)**

**PROFILE**

You will be working 20 hours across the working week providing administrative services as directed by the Remedi Restorative Justice Manager. You will be the central point of contact for Restorative Justice referrals and enquiries across Nottinghamshire based in Mansfield. Your role will involve:

* Undertaking direct correspondence with individuals affected by crime when required.
* Liaising with partner agencies such as Nottinghamshire Police, Probation Service and Witness Care to access relevant information, always adhering to GDPR policies and procedures.
* Receiving, triaging, inputting, and allocating Restorative Justice referrals
* Complying with all Remedi and partner agency case recording systems and ensuring they are kept up to date and are accurate.
* Providing administrative support to the wider team, both individually and attendance at internal and external meetings to produce accurate minutes and actions.
* Providing the Remedi Manager with statistical information and producing reports when requested.
* You will be required to undertake any other task, commensurate with the position, as identified by the local Remedi Manager.

**The skills and qualities you will need to do the job well are:**

**Communication:** Good communication skills with service users are a must as you will be listening and responding to what is being said to enable individuals to feel supported and valued. Alongside discussing the Restorative process, the role may also involve signposting to other services for support. The ability to communicate in a clear, timely fashion (verbally and in writing) with partner agencies is also required.

**Flexibility:** You will be required to work your hours over 5 days Monday – Friday within the Restorative Nottinghamshire Hub in Mansfield. However, there will be some degree of flexibility regarding working hours which will be agreed with the Remedi Manager to ensure the needs of the service are being met.

**Motivation:**  An ability to work on your own initiative and identify areas of work which can be streamlined for a more effective service is essential. Often you will be the only Remedi staff member based within the Restorative Nottinghamshire Hub, therefore this is an expectation you will always promote and raise awareness of the service positively.

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

* Email
* Electronic calendar
* Word
* Excel
* Microsoft TEAMS and Zoom communication platforms

Proficient in the use of appropriate Police IT systems (Please note, training and support will be provided in this area of work).

You will be required to record, monitor, and collate statistics and feedback gathered from service users on electronic IT systems. Accurate and up to date information is essential.

**Safety:** We want you to work safely in all aspects of the role- health and safety, safeguarding for all concerned, data protection, risk assessment etc. Full training will be provided in all these aspects, and we will be looking for someone committed to achieving high standards in regard to all of these issues.

**WHAT TO EXPECT**

The role is based in Nottinghamshire, but you will be asked to travel to other areas in which Remedi occupy for training and staff development purposes. Expenses are covered but you will need to drive and have access to your own vehicle.

**We will provide:**

* Full Training
* IT equipment where required.
* Monthly wellbeing hours
* Line management support and guidance
* The role requires DBS and Level 2 Police Vetting
* Starting salary £20,820 (Actual £11,897) per annum rising to £21,300 (Actual £12,171) per annum at the end of Year 2 in role
* 6% employer pension contribution
* 26 days leave per annum plus bank holiday