



# HM Prison & Probation Service

## HQ Job Description (JD)

### Band 3

#### Directorate: Community Interventions

#### Job Description – Casework Admin Support

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<b>JD Evidence</b>	

# Job Description

<b>Job Title</b>	Casework Admin Support
<b>Directorate</b>	Community Interventions
<b>Band</b>	3

<b>Overview of the job</b>	<p>The Public Protection Casework Section (PPCS) is placed within Public Protection Group within the Community Interventions Directorate. The posts are based in HQ and are located at Southern House, Croydon. The posts are not operational.</p> <p>The main function of PPCS is to ensure the oversight of the Generic Parole Process (GPP) for indeterminate sentenced prisoners and to ensure the timely processing of recalls to custody &amp; subsequent re-release of licensed determinate and indeterminate sentenced prisoners and processing requests for licence variations. It also reviews cases referred by the Prisons and Probation Ombudsman (PPO); reviews appeals against adjudications; and assists with Royal Prerogative of Mercy cases.</p> <p>The job holder will report to a Case Manager and will have responsibility for a specific caseload.</p>
<b>Summary</b>	<p>The jobholder's responsibilities involve providing casework support to casework teams dealing with indeterminate/determinate sentenced prisoners' cases. Work involves liaison with prisons, Parole Board and other stakeholders as well as dealing with prisoners, solicitors and other interested parties. All of the work requires the ability to meet tight deadlines, organise and prioritise the work and manage the delivery of work to targets.</p> <p>There is a considerable amount of correspondence from prisons, prisoners and their solicitors. The work involves indeterminate sentenced prisoners and some of the material handled is of a disturbing and sensitive nature.</p>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Responsible for accurate data entry to PPUD and data bases</li> <li>• Chasing of outstanding reports &amp; information.</li> <li>• Dealing with routine telephone enquiries</li> <li>• Responsible for photocopying</li> <li>• Responsible for the bulk scanning and uploading of documents on to PPUD</li> <li>• Responsible for the opening and scanning/distributing post and identifying document type</li> <li>• Performs general administrative duties at the request of managers</li> <li>• Responsible for drafting routine letters and minuting of files</li> </ul> <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>

<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Communicating and Influencing</li> <li>• Working Together</li> <li>• Managing a Quality Service</li> <li>• Delivering at Pace</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Experience</b>	
<b>Technical Requirements</b>	
<b>Ability</b>	

<b>Minimum Eligibility</b>	<ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	
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## Success Profile

<b>Behaviours</b>	<b>Strengths</b>  It is advised strengths are chosen locally, recommended 4-8	<b>Ability</b>	<b>Experience</b>	<b>Technical</b>
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Communicating and Influencing				
Working Together				
Managing a Quality Service				
Delivering at Pace				