



# Yorkshire and the Humber Probation Service

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RECEPTIONIST  
BAND 2

# Welcome from Kilvinder Vigurs – Yorkshire & The Humber Regional Probation Director

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Hello,

My name is Kilvinder Vigurs, and I am the Regional Probation Director for Probation Service Yorkshire and the Humber.

The Probation Service Yorkshire and the Humber is one of twelve probation regions across England and Wales which provide probation provision, as part of His Majesty's Prison and Probation Service (HMPPS).

Every role within Probation Service Yorkshire and the Humber is important and contributes to our shared vision of “working together to protect the public and help people lead law-abiding lives”. I am therefore delighted that you are considering joining our team as a Case Administrator.

To assist you with your application we have created this short information pack to provide you with some background information to the Probation Service, the services we provide and, importantly, what we can offer you.

Our recruitment is based upon the Civil Service Success Profile framework, which you may be unfamiliar with. I would encourage you to read and form your application using the corresponding information found in the pages below.

Finally, I would like to wish you the best of luck with your application for Case Administrator and your future career with the Probation Service Yorkshire and the Humber Region. We all look forward to working with you.



*Kilvinder Vigurs*

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# Working within the Civil Service

The vast majority of staff in HMPPS, and MOJ are Civil Servants. You too will become a Civil Servant when you join the Probation Service.

## **The Civil Service Code**

The 'Civil Service Code' outlines the Civil Service's core values, and the standards of behaviour expected of all Civil Servants. The Civil Service's core values are integrity, honesty, objectivity and impartiality.

The code also gives details of Civil Servants' rights and responsibilities in relation to the code.

## **The Civil Service values:**

- 'Integrity' is putting the obligations of public service above your own personal interests
- 'Honesty' is being truthful and open
- 'Objectivity' is basing your advice and decisions on rigorous analysis of the evidence
- 'Impartiality' is acting solely according to the merits of the case and serving equally well governments of different political persuasions





# The Ministry of Justice – who we are

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The Ministry of Justice is a major government department, at the heart of the justice system. Our vision is to deliver a world-class justice system that works for everyone in society.

We are responsible for these parts of the justice system:

- Courts
- Prisons
- Probation services
- Attendance centres

The organisation works together and with other government departments and agencies to bring the principles of justice to life for everyone in society. From our civil courts, tribunals and family law hearings, to criminal justice, prison and probation services.

Our priorities is to protect the public from serious offenders and improve the safety and security of our prisons, reduce reoffending and deliver swift access to justice.

## PURPOSE

Justice matters. We are proud to make a difference for the public we serve.

## OPENNESS

We innovate, share, and learn. We are courageous and curious, relentlessly pursuing ideas to improve the services we deliver.

## HUMANITY

We treat others as we would like to be treated. We value everyone, supporting and encouraging them to be the best they can be.

## TOGETHER

We listen, collaborate and contribute, acting together for our common purpose.



MOJ  
Values

# Delivering as part of HMPPS and the Ministry of Justice

## HMPPS Priorities

HM Prisons and Probation Service protects the public, maintains safe and secure prisons, reduces the risk that people will reoffend and helps people to live law abiding and positive lives.

Everyone in HMPPS should have a shared understanding of the approach we will take to improve our services and achieve our vision. Our strategy sets out four principles that, if built into the way we work, will enable us to achieve our vision.

Ministers' priorities	Outcomes
<ul style="list-style-type: none"><li>Security and stability</li></ul>	 Protect the public from serious offenders and Improve the safety and security of our prisons
<ul style="list-style-type: none"><li>Training, skills and work</li><li>Drugs and alcohol addiction</li><li>Family, accommodation, and readjustment to society</li></ul>	 Reduce Reoffending

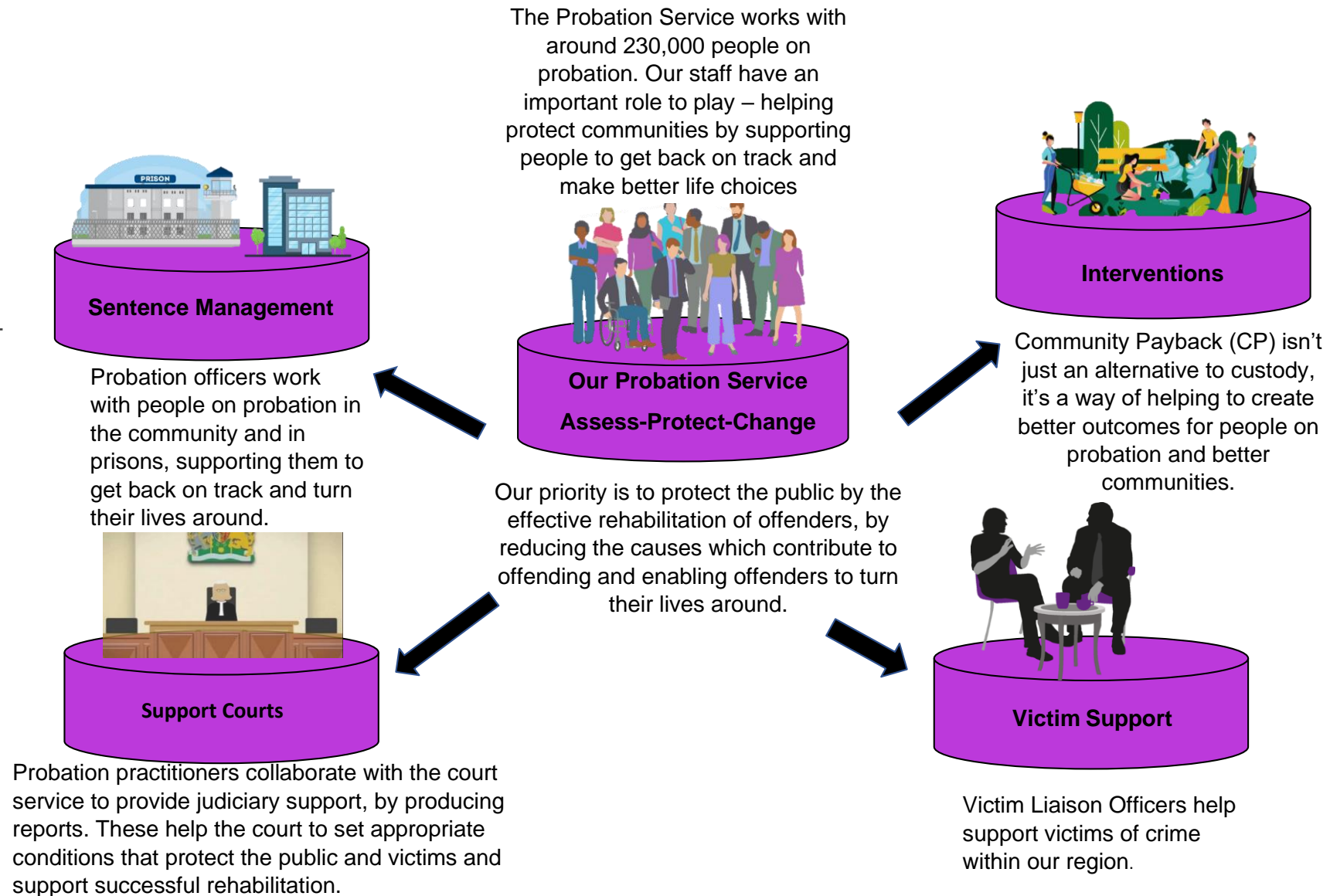
**Strategic Principles:** Enable people to be their best. Modernise our estates and technology. An open learning culture. Transform through partnerships.



# About the Probation Service

The Probation Service forms part of His Majesty's Prison and Probation Service (HMPPS), along with the Prison Service and Youth Custody Service. In turn, HMPPS is part of the Ministry of Justice (MOJ), the Government's ministerial department at the heart of the justice system, working together to bring the principles of justice to life for everyone in society.

The Probation Service oversees probation delivery in England and Wales to support the rehabilitation of our service users, encouraging them to turn around their lives and become law-abiding citizens, ultimately keeping the public safe

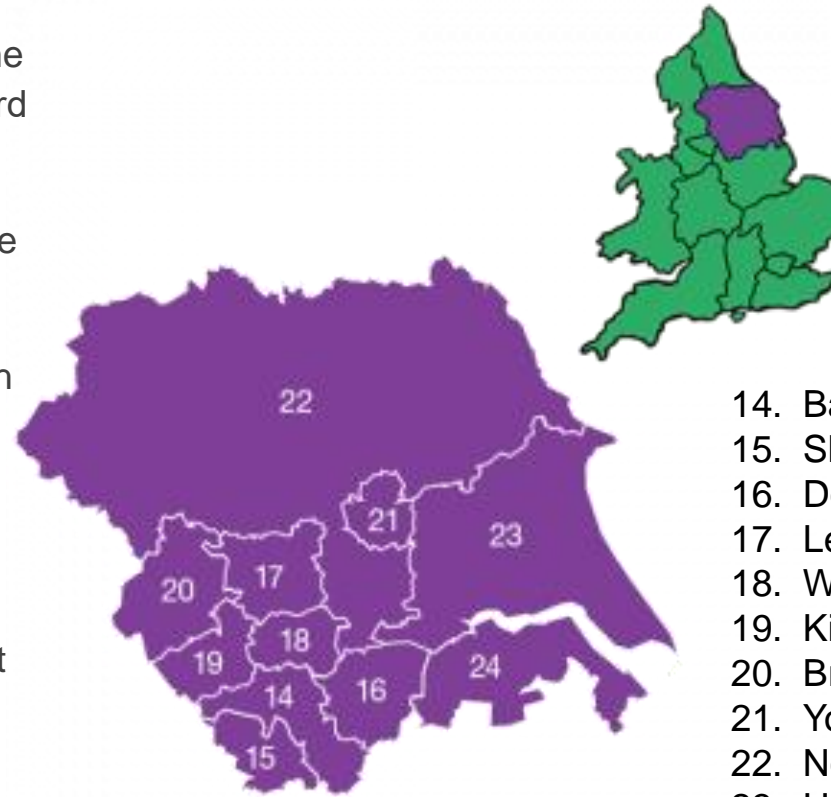




# Probation Service Yorkshire and the Humber (YatH) Region

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- Yorkshire and the Humber (YatH) contains some of the UK's largest cities, including Leeds, Sheffield, Bradford and Hull.
- It also contains large rural areas such as the Yorkshire Dales and the North Yorkshire Moors.
- There are four Police Force areas: Humberside, North Yorkshire, South Yorkshire and West Yorkshire.
- We have 11 Probation Delivery Units: Barnsley and Rotherham, Sheffield, Doncaster, Leeds, Wakefield, Kirklees, Bradford and Calderdale, York, North Yorkshire, Hull and East Riding, North and North East Lincolnshire.



- 14. Barnsley & Rotherham
- 15. Sheffield
- 16. Doncaster
- 17. Leeds
- 18. Wakefield
- 19. Kirklees
- 20. Bradford and Calderdale
- 21. York
- 22. North Yorkshire
- 23. Hull and East Riding
- 24. North and North East Lincolnshire

# Probation Service Yorkshire and the Humber (YatH) Region

## About the Yorkshire and the Humber region

Total population of  
**5.4** million (2019)



Made up of prosperous towns and cities, extensive coastal areas and large rural areas



A proven reoffending rate of  
**28%** (2019)



A diverse range of employment sectors, including large-scale steel industries, wholesale, retail, health and social care, accommodation, food services, and manufacturing



A probation caseload of  
**17,205**, with a prison population of **8,430**



**13** prisons



**20** court centres, delivering a caseload of over 10,000 defendants (2019)



**2,100** probation employees



**3** police and crime commissioners: Humberside, North Yorkshire and South Yorkshire



**21** local authorities



**22** Clinical Commissioning Groups



**£187** million of investment pledged to the region through round 1 of the Levelling Up Fund



# The Receptionist Role

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Receptionist play a key role, by being the first point contact for Yorkshire and the Humber Probation Service. Greeting people on probation and visitors professionally both face to face, via telephone and email, logging their arrived and departure, ensuring the appropriate member of staff is notified. Receptionist also provide vital administrative functions to delivery units in accordance with service policy and producers.

As a Receptionist, you will:

- Answer enquires
- Deal with all logistics for a building including managing all mail items, ordering stationery, meeting room equipment, hot desk and car park bookings, support and service meeting rooms including preparing for events
- Support case administrators of Person on Probation by providing a administrative support by processing and updating files and filing systems, produce correspondence, access databases for information and scanning/archiving data

You will use your strong communication skills to handle enquiries from colleagues, agencies and people on probation in a busy environment.

For us, your personal qualities are just as important as your skills and experience.

You should:

- Be able to communicate with all kinds of individuals, including people in crisis
- Be capable of thinking on your feet and comfortable working independently in a busy environment
- Hold basic numeric skills
- Hold good keyboard and IT skills including proficiency in MS Office Word, basic skills in Excel and an ability to use databases
- Hold 5 GCSE A\*-C (or equivalent) to include Maths and English or a prove track record in an appropriate role

In your first months you'll receive work-based training. You'll be supported by your team throughout, and you'll be there for them in turn.

# Day in the life of a 'Receptionist'

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**Ricky joined the Probation Service starting off as a Receptionist.** 'The role is really varied, everyday brings up new challenges. You deal with individuals that are attending appointments or coming in with many different issues, personal or otherwise. Dealing with frustrated service users is very common, so enjoying adapting to new challenges and having good communication skills are critical. As a receptionist you also support fellow colleagues with any onsite or building issues. We are part of a large team within the delivery unit, it is important to work together to allow every cog in the machine to run smoothly.

You're there to:

- Assist Probation Practitioners, by supporting them to effectively deliver our business strategy in helping service users to rehabilitate and work on their offending behaviour.
- Manage phone calls from various stakeholders and People on Probation - however it's not like a call centre.
- Collate and record accurate information on service users from other agencies
- Manage various processes and ensure these are completed within set timeframes.
- Book and manage building requests

For me, one of the best things about the Probation Service is the team you are surrounded by. Everyone within the Service work and care one another - there is a real sense of friendship, supporting you every step of the way.

If you are interested in progressing your career within the Probation Service, there are ample opportunities for you to do this. Aiding to build your own skillset and gain important experience that will help you through different aspects in your life. Within in a few months of starting my career, I have been given opportunities to progress, that I feel would have taken years, if I wasn't apart of the Probation Service.

A huge positive from this job is being apart of something so much larger. Being able to help, having a real impact on people's lives, Helping them to turn their life around and assisting the public is something that has really kept me engaged. I see myself here for a very long time.

Overall, the role keeps you on your toes - so if you enjoy being busy and dealing with a variety of tasks, this is the job for you!



Ricky Patel

# Salary & Benefits

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- The starting salary for this post is **£23,250** per annum, based on a full time 37 hour week
- **Part-time** positions are available, subject to a minimum of 18.5 hours per week

## Benefits

- **25** days annual leave allowance (increasing to **30** days after 5 years service), in addition to **9** statutory bank and public holidays (pro rata).
- **Local Government Pension Scheme**

Working for the Probation Service, you will be eligible to join a competitive contribution pension scheme that you can enter as soon as you join. The Probation Service will make a significant contribution (approx. 27%) to the cost of your pension. Your contributions are deducted from your salary, prior to tax being taken. The pension will continue to provide valuable benefits for you and your family if you are too ill to continue to work or die before you retire. Visit [Local Government Pension Scheme](#) more information.

- Death in Service benefit
- Generous paid maternity, paternity and shared parental leave (SPL) which is in excess of the statutory minimum
- Occupational Health Services and an Employee Assistance Programme
- Free eye test and contributions towards lenses/spectacles for VDU users, if appropriate
- Free flu vaccine
- MOJ Employee Rewards- all employees have access to a comprehensive rewards programme, with discounts at your favourite retailers. This is exclusively for MOJ employees
- Reward and Recognition awards
- Cycle to Work Scheme allows employees to select a bike or cycling equipment from national retailers including Halford, Evans Cycles and Cycle Solution
- Eligible for Blue Light Card discount programme
- Civil Service Sports Council



# What we are looking for?

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## Experience

In your application you will be asked to provide evidence of how your skills and experience meet the essential criteria.

- Have strong communication skills both verbal and written and the ability to communicate effectively with a wide range of individuals, including those who may present difficult or aggressive behaviour
- Use and work on own initiative
- Good keyboard and IT skills including proficiency in MS Office Word and basic skills in Excel

## Behaviours

The Yorkshire and Humber Probation Service uses the [Civil Service Success Profiles framework](#). You will be asked to refer to the Behaviours described overleaf at your interview.

## Strengths

At interview you will be asked questions that will allow us to gauge your personal strengths, your natural reactions are a good indicator of what these are, or potentially can be.

# Behaviours

The Probation service uses the [Civil Service Success Profiles framework](#). A combination of these Behaviours will be tested at the interview stage for Case Administrators. You will be asked questions based on these Behaviours and you should provide an example of how you have achieved these Behaviours using the [“STAR model”](#).

## Communicating and Influencing

Put forward your views in a clear, constructive and considerate manner. Use an appropriate method of communication for each person such as an email, telephone call or face-to-face, taking into consideration their individual needs. Use plain and simple language, being careful to check written work for errors. Consider the impact of language used on different groups of stakeholders. Remain honest and truthful when explaining opinions. Listen and ask questions to ensure your understanding.

## Delivering at Pace

Always work with focus and pace to get the job done on time and to a high standard. Follow the relevant policies, procedures and rules that apply to the job. Use own knowledge and expertise to organise work. Keep focused on delivery and take responsibility for the quality of work produced. Keep a consistent level of personal performance. Keep managers and stakeholders updated on how work is progressing.

## Changing and Improving

Review ways of working and suggest improvements, including how to make full use of new digital technologies. Learn new procedures and help colleagues to do the same. Query any issues that arise from changes in a suitable way. Respond in an effective and appropriate manner when emergencies arise.

## Managing a Quality Service

Gain a clear understanding of customers' needs and expectations. Plan, organise and manage your own time to deliver a high quality service which gives taxpayers a good return for their money. Act to prevent problems by identifying issues, reporting them and providing solutions. Keep customers and all colleagues up to date with progress. Show customers where to access relevant information and support that will help them to use services more effectively.

# Application Process

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**Application**



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graph TD; A[Application] --> B[Shortlist]; B --> C[Interview]; C --> D[Offer];
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The flowchart illustrates the application process in four stages: Application, Shortlist, Interview, and Offer. Each stage is represented by a rounded rectangular box. The 'Application' box is dark purple with white text. The 'Shortlist' box is medium purple with white text. The 'Interview' box is a lighter shade of purple with white text. The 'Offer' box is the lightest shade of purple with white text. Downward-pointing arrows connect each box to the next one below it.

Shortlist

Interview

Offer

Applications should be submitted via [Justice Jobs](#). We are unable to accept late submissions.

When you complete your online application you will be asked to provide:

1. Your eligibility to be employed by the Probation Service
2. Your personal details
3. Upload your CV, which should include details of essential criteria- evidence of how your skills and experience meet the criteria.

Use this link to [here](#) for tip on how to apply

Should you have any problems with your online application, please contact us:

[YatHPS.Recruitment@justice.gov.uk](mailto:YatHPS.Recruitment@justice.gov.uk)

# Application Process

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A sift of applications is conducted by a panel that will assess the evidence provided against the essential criteria listed in the person specification.

All shortlisted candidates will be advised of the outcome shortly afterwards via the Justice Jobs Portal - keep an eye out for an email, as this maybe sent to your spam/junk mailbox.

You will be asked to upload two forms of identification and qualifications (if required) prior to selecting an interview slot.

# Application Process

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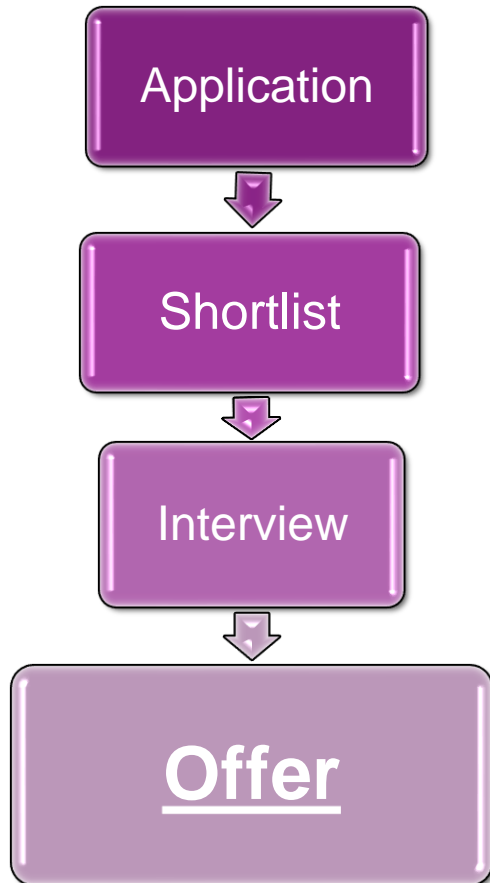
Successful candidates will be invited to attend a interview. This will be a blended interview to test your experience, behaviours and strengths. We do not advertise the strengths being tested as we want to hear your first, unrehearsed and natural response.

All interviews are conducted in person. You will be contacted by a member of the recruitment team if you have identified that you require a reasonable adjustment to be in place at the interview.



# Application Process

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Our aim is to inform successful candidates within 5 working days after interview has taken place.

Regardless of the outcome, we will notify all candidates as soon as possible. You may be placed on a merit list, and can be contacted up to 12 months after the interview to be offered an alternative position.

Please note that this role requires successful completion of pre-employment checks including basic vetting checks. This usually takes 6 to 8 weeks to process. You will be asked to provide further details by SSCL. We advise that you complete this as accurately as possible to avoid any delays in employment. When completing the vetting form we advise you to use a laptop or PC and not a mobile phone or tablet.

Once all checks have been completed, a formal offer of employment will be sent via email for you to accept the terms & conditions of employment.

At this point you will be contacted by your line manager, to discuss a start date to join the Yorkshire and Humber Probation Service.

# Diversity & Inclusion

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The Probation Service Yorkshire and the Humber Region is committed to build a more inclusive workplace where staff are encouraged to be themselves and deliver their best work.

We've attached our diversity and inclusion statement for you.



## Probation Service Yorkshire and the Humber

### Diversity & Inclusion Statement



We welcome everyone who visits and works here by building a safe and inclusive environment for all.



We deliver our services fairly and respond to individual needs. We insist on respectful and decent behaviour from staff, prisoners, people on probation, and others with whom we work.



We do not tolerate discrimination, harassment or bullying and we take prompt and appropriate action whenever we discover them.



# Frequently Asked Questions

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## Where can I find help in completing my application?

Please visit the below links for further information and support in completing your application:

[How to write your CV | Civil Service Careers \(civil-service-careers.gov.uk\)](#)

[Information for Candidates applying to work in the Civil Service – YouTube](#)

We also offer candidate training, which will provide help and guidance on Success Profiles, how to complete your application, interview skills and techniques. Follow this [link](#) to book onto our next available webinar session.

## What are Pre-Employment Checks?

Pre-employment screening is a series of checks we carry out to ensure we comply with current legislation and to help us make informed employment decisions.

## What is included in the Pre-Employment Checks?

You will undergo HM Prison and Probation Service [Enhanced level 2 vetting](#)

Some roles require access to intelligence systems that require deeper vetting, an example of which is the multi-agency Visor system. If you are applying for a role that requires you to access Visor, you will be expected to undertake visor vetting once you commence in post, in addition to the usual pre-employment checks.

## Criminal Record Checks

All our roles are exempt from the Offender Rehabilitation Act. You must declare any [Convictions, cautions and absolute or conditional discharge](#) – regardless of how long ago they occurred.

# Frequently Asked Questions

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## What Nationality do I need to hold in order to Apply?

This role is broadly open to the following groups:

- UK Nationals
- Nationals of Commonwealth countries who have the right to work in the UK
- Nations of the Republic of Ireland
- Nationals from the EU,EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the European Union Settlement Scheme (EUSS)
- Relevant EU,EEA, Swiss or Turkish nationals working in the Civil Service
- Relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service

- Certain family members of the relevant EU,EEA, Swiss or Turkish nationals.

If you require any further information on right to work in the UK, please read this [link](#)

## What documents are checked?

You will be required to upload ID documentation and if required Qualification Certificate(s) which are checked at your interview. A full list of ID documents that are accepted can be found [here](#).

## Where will I Work?

A list of all available office locations have been advertised on this vacancy.

## Is this role suitable for part-time working?

Yes! We encourage all individuals to apply. Please discuss your working arrangements at the interview or email us in advance to discuss- [YathPS.recruitment@justice.gov.uk](mailto:YathPS.recruitment@justice.gov.uk)



A close-up portrait of a man with dark hair, wearing black-rimmed glasses, a white collared shirt, and a grey blazer. He is smiling and looking slightly to the right. The background is blurred.

# Contact Us

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We encourage all candidates to carefully study the Candidate Information Pack and job advert, which explains the role and requirements before submitting an application. If you have any specific queries about this role that have not been covered by this document, please contact:

**[YatHPS.Recruitment@justice.gov.uk](mailto:YatHPS.Recruitment@justice.gov.uk)**