



Role Profile

Job Title: Court and YOT Administrator	Grade/ Level: L	Post Number: A01200
Directorate: Childrens Services Youth Offending Team	Job Family: Administration & Office Services	Date Prepared: April 2008

Role reports to (Job Title): YOT Operational Manager / Court Services & Administration Supervisor

Job Purpose:
To provide administrative support to the Youth Offending Team including the preparation of court papers and reception services. To provide supervision of work throughput, training of new staff, and help to ensure work demands are met.

Key Accountabilities:

1. Receive visitors, mail, e-mail and telephone calls to ensure speedy, courteous and appropriate responses.
2. General administrative and clerical support to YOT staff, including the clerking of meetings and minute taking, back up to the ISSP and referral order processes, use of word processing, spreadsheets, and power point in order to provide a timely and accurate support service to the YOT team. Assist the Court Services & Administration Supervisor in ensuring that workload is distributed amongst the team and carried out in accordance with general priorities and relevant timetable.
3. Assist with the maintenance of panic alarms, duty phones, CCTV and diary management to ensure the Health & Safety of both the staff and public.
4. To liaise with the Courts, Police, CPS and other agencies regarding dates and outcomes to assist with court processes and ensure that YOT practitioners are fully supported in court.
5. To administer court files, including the preparation of relevant documentation as required by criminal justice agencies or the YOT, ensuring all documents are accurate and prepared in accordance with the required deadlines, to include electronic placement alerts for young people at risk of a remand into custody.
6. To enter key data on Child View or other databases to initiate action by the YOT and to keep records current and up to date.
7. To make payments out of petty cash and keep accurate records in accordance with the prescribed financial regulations and other processes.
8. To assist with the preparation of work rotas, producing drafts, obtaining agreement, and circulating to staff to ensure that office, court and panel duties are covered.
9. Provide support for Out Of Court Disposals and Referral Order Panels, as well provide support to other posts within Admin including the Volunteer administrator, to cover peak periods; absences; and other essential or time critical work demands.
10. Carry out data cleaning in compliance with best practice and training received to ensure the integrity of information held, advising case holders of any changes in recording practice as a result of the daily or weekly audit.

11. Processing and communicating highly sensitive and confidential information from the YOT to other Criminal Justice and Care agencies such as using prescribed methods as secure e-mail etc.

12. Responsibility for organising and overseeing production of leaflets and guides to be sent out to service users and members of the public, ensuring good stock levels are maintained.

Supplementary Accountabilities:

1. As required, to train new members of the administration team, provide mentoring support
2. Undertake any other duties, which can be accommodated within the grading of the post.

Job Scope: No & type of jobs Managed:

N/A

Typical tasks supervised/allocated to others:

Job Scope:

N/A

Budget:

Assets:

Knowledge & Experience:

- Knowledge of complex court processes required to a high standard of accuracy
- Requirement to perform word processing to a high standard as well as the ability to use spreadsheet and mail merge programmes with speed and accuracy.
- Knowledge of the Youth Offending Team procedures/processes and capable of supervising the training of new staff and in controlling and supervising daily workload.
- Ability to work in a team environment and within a busy reception/office environment.
- The role may involve dealing with emotional abuse and aggression from clients and therefore there is a need to remain calm in difficult situations.
- Needs an awareness of confidentiality and privacy issues.
- High-level customer care skills.

Decision Making:

- A high degree of self-sufficiency and decision taking around the need to communicate or send documentation to criminal justice agencies in order to meet statutory or other deadlines, particularly court
- Decisions regarding prioritising work and action to be taken with regards to incoming calls or correspondence – who will need to deal with it – self, another member of the team or should it be sent to another agency for action.
- Issue petty cash in accordance with financial regulations and up to value (£1,100)

These decisions would be based around set procedures within the team.

Contacts and Relationships:

Written Communication:

- Close liaison with the Courts in Swindon, CPS and Police to ensure accurate information to the required statutory deadlines, including use of secure email for custodial alerts.
- Role involves typing up court reports and producing standard letters and forms from information received from members of the YOT team and associated agencies.
- Be the first to respond to e-mails from the public or representatives of external agencies such as the Courts.

Verbal Communication

- Greets visitors both from the public and outside agencies as well as acting as the first point of contact for telephone calls.
- Liaises with other members of the team regarding collection of information required.
- Liaises with outside agencies such as the courts in arranging dates and confirming outcomes of proceedings and contacting other teams with regards to passing on information as required.
- Communicates with other Admin colleagues to establish (and provide) support and basic cover in times of priority service need.

Contacts

- Deals with Court officials on a daily basis to obtain information relating to cases.
- Has frequent contact with the Police Criminal Justice Unit.
- Has daily contact with the public and young people as well as other members of the team.

Creativity & Innovation:

- Solutions to problems are generally found within established procedures.
- May occasionally create new forms to encompass changes in procedure. Always encouraged to think creatively around improving working practices.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: