

Derbyshire Probation Trust

Headquarters, 18 Brunswood Road, Matlock Bath, Derbyshire, DE4 3PA
Tel No: (01629) 55422 Fax No: (01629) 580838
E-Mail: hrdepartment@derbyshire.probation.gsi.gov.uk
Website: www.dpsonline.org.uk



15th December 2012

Dear Applicant

**Application for the Position of Temporary Part Time Case Administration Officers –
Chesterfield & Matlock**

Further to your recent enquiry regarding the above, please find enclosed further details and an application form. Please return your completed form to the above postal or E-Mail address by 4.30pm on Friday, 30 December 2011. Interviews will be held on Thursday, 12 January 2012.

In the interests of economy, your application form will not be acknowledged. If you do not receive any communication within three weeks of the closing date, please assume that your application has been unsuccessful.

Please note that the Trust has a No Smoking Policy in its offices.

Thank you for the interest you have shown in this vacancy.

Yours sincerely

A handwritten signature in black ink, appearing to read "Bernadette Rush".

Bernadette Rush
HR Manager

DERBYSHIRE PROBATION TRUST

JOB DESCRIPTION

JOB TITLE:	Case Administration Officer
RESPONSIBLE TO:	Office Services Manager
PURPOSE OF JOB:	To provide, administrative support in all aspects of Derbyshire Probation Trust's work with offenders, the Courts and the Public.
CONTEXT OF ROLE:	To work within Offender Management/Interventions in the administration of cases within National Standards including the use of computer database systems and communicate with Courts, Prisons and other agencies.

KEY TASKS AND RELATED RESPONSIBILITIES:

The postholder will work within the policies and procedures of the Derbyshire Probation Trust to:

1. Prepare pre and post Court paperwork and enter onto Service database.
2. Manage and administer the PSR case allocation system for the petty sessional area.
3. Provide HM Courts and Prisons with reports and other relevant documents.
4. Monitor Court Sentence and commencement of Order.
5. Administer and track sentence plan e.g. schedule reviews and track progress.
6. Organise/arrange non-discretionary elements of sentence.
7. Organise, attend and minute MAPP 2 meetings.
8. Obtain relevant information from offender, enter onto database.
9. Liaise with outside agencies and record information onto the Service database.
10. Monitor case information and caseload including missing data and update Service database.
11. Track progress of case.
12. Ensure timely return of National Standards Monitoring Information.
13. Provide administration support to Offender Managers, Offender Supervisors, Victim Liaison Officers, Intervention teams, Unpaid work teams and relevant staff groups including:
 - a) Word-processing documents (including the use of computer systems).
 - b) Support to Derbyshire Probation Trust staff e.g. mentoring, IT support.
 - c) Development, management and use of office systems, equipment and associated security.
 - d) Maintain Offender Manager diary – schedule reviews etc.
 - e) Arrange appointments e.g. Prison visits, video link.
 - f) Pre and post Programme administration.
 - g) Ensuring the Service database is regularly updated and maintained.
 - h) SMS Text Messaging.
14. Assist the Office Service's Manager in the management of the office premises.

15. Maintain Petty Cash.
16. Provide service to Reception including answering the telephone, taking messages, update Service database, making appointments.
17. Monitor and maintain Secure Email and other secure systems.

GENERAL:

The post holder will at all times:

- Observance of appropriate confidentiality at all times consistent with Service requirements.
- Carry out his/her responsibilities with due regard to Derbyshire Probation Trust's Policies and procedures
- Undertake such other duties which may be appropriately delegated by the Service
- Attend courses, working parties etc where necessary, to facilitate personal development and greater effectiveness within the post
- Use IT software and equipment as required
- Such other duties within the overall scope of the job as are directed by the Office Service's Manager

CHANGES:

The areas of responsibility associated with this role may be amended from time to time and it is expected that the postholders will operate flexibly across the grade and undertake any other tasks and projects which could reasonably be expected.

**PERSON SPECIFICATION
CASE ADMINISTRATION OFFICER**

OFFICE BASE: COUNTYWIDE

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	OCR Nationals Level 3, RSA III Typing & Word Processing or equivalent	NVQ Level III Business Administration RSA III Audio IBT 2/3
SKILLS	Communication Neatness and accuracy Administration Organisational Work under pressure Ability to prioritise	Process high volume of work Effective workload management Taking minutes of meetings
PERSONAL QUALITIES	Friendliness Approachable Patient Supportive Methodical Enthusiasm Proactive Calmness Flexibility Work independently and as part of a team Use initiative	Presentable Adaptable Willing to accept change
EXPERIENCE	Word Processing IT systems Petty Cash Representing an agency Dealing with the Public Reception Work of a Confidential Nature Work within role boundaries Working to standards and deadlines	Microsoft Products Word Email Databases/CRAMS Electronic storage/recording
OTHER/SPECIAL INTERESTS	Ability to travel to other offices Information Technology Contribute to self development and performance enhancement	Probation Service

DERBYSHIRE PROBATION TRUST

TEMPORARY CASE ADMINISTRATION OFFICER

CONDITIONS OF SERVICE

The post is subject to the National Negotiating Council (NNC) for the Probation Service as supplemented by separate agreements adopted by the Derbyshire Probation Trust. Under these conditions new entrants to the Trust are subject to a probationary period.

MEDICAL CLEARANCE

Appointments are subject to medical clearance. This is usually obtained via a questionnaire submitted direct to the Occupational Health Physician.

CRIMINAL RECORD CHECK

All appointments under the provisions of Joint Home Office Circular No 101/88 are subject to a criminal record check for any record of convictions or cautions, via the Criminal Records Bureau.

JOB GRADING AND SALARY

The post is currently graded Band 2, Probation Spine Points 26 - 46 (currently £16,905 – £20,566 per annum). The successful candidate will commence on the first point of the scale i.e. point 26 (currently £16,905). Incremental progression and pay increases will be in line with NNC salary settlements. Pay is credited to a bank or building society account on or before the 25th of each month.

PENSION SCHEMES

All employees between 16 and 75 years of age have the option to join one of the following:

- a. Local Government Superannuation Scheme
- b. A private pension scheme.
- c. The State Earnings Related Pension Scheme (SERPS).

Further information will be available on taking up an appointment.

HOURS

The normal working week is 37 hours worked on Monday to Fridays from 8.45am to 5.00pm (4.30pm on Fridays), with a 45 minute lunch break, but individual office hours may vary slightly. A flexitime scheme is in operation.

The posts available are:

- 16 hours per week, temporary until 30 September 2012, based in Chesterfield.
- 21 hours per week, temporary until 31 March 2012 (subject to budget review beyond), based in Matlock
The above two posts could also be applied for on a full time basis with a split role.
- 14.5 hours per week, temporary until 30 April 2012, based in Chesterfield.
- 16 hours per week, temporary until 31 March 2012, based in Chesterfield

The posts require the successful candidate, as part of the weekly contracted hours, to provide cover for reception for late night reporting from 5.00pm – 7.00pm. This will be within the office on a rotational basis, providing late night reporting falls on a usual day of work, although this may be subject to change depending on the needs of the Trust.

PART-TIME WORK

Some posts are filled on a part-time basis and the hours attached to each of these posts can vary. In such cases salary and annual leave is at a proportionate rate.

LEAVE

Leave entitlement in a full leave year (1st April to 31st March) is 27 working days, rising a day per year for each year of continuous service for 5 years, plus 8 statutory holidays. The appropriate proportion is allowed in the year of joining and leaving the Service based on the number of completed months worked.

PROBATIONARY PERIOD

All new appointments are subject to a six month probationary period during which you will receive advice and guidance to help you become familiar with, and competent in performing the work you have been appointed to do. The main purpose of the probationary period is to give you an opportunity to establish your suitability for the job. The appointment is subject to the satisfactory completion of the probationary period, which itself is subject to termination during any stage of it on giving, or being given, the appropriate period of notice under the terms of your appointment. During the probationary period the Discipline and Capability procedure is not contractual and the minimum notice period is one week by either party, after which the normal notice period applies.

ILLNESS AND SICKNESS SCHEME

Short term illness (i.e. up to 7 days) is covered by a "Self-Certification" system. A Fit Note is required on the eighth day of absence.

Entitlement to sickness allowance is dependant upon length of service. During the first year the allowance is a cumulative total of one months full pay and, after four months service, a further two months on half pay.

PREVENTION OF ILLEGAL WORKING: section 8 of the Asylum & Immigration Act 1996

It is a criminal offence to employ a person who is not entitled to live or work in the United Kingdom. Employers are required to make certain basic checks before taking on new employees which will give them protection against being prosecuted and therefore, should you be selected as suitable for appointment, you will be required to produce:

Any **one** of the original documents included below in List 1 –

- A passport showing that the holder is a British Citizen, or has a right of abode in the United Kingdom.
- A document showing that the holder is a national of a European Economic Area country or Switzerland. This must be a national passport or national identity card.
- A residence permit issued by the Home Office to a national from a European Economic Area country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the United Kingdom as the family member of a national from a European Economic Area country or Switzerland who is resident in the United Kingdom.
- A passport or other travel document endorsed to show that the holder can stay indefinitely in the United Kingdom, or has no time limit on their stay.
- A passport or other travel document endorsed to show that the holder can stay in the United Kingdom; and that this endorsement allows the holder to do the type of work you are offering if they do not have a work permit.
- An Application Registration Card issued by the Home Office to an asylum seeker stating that the holder is permitted to take employment.

OR **two** of the original documents included below in List 2 –

There are two combinations that are acceptable, but it is not acceptable to choose one document from the first combination and one from the second combination.

FIRST COMBINATION

You need to select A.

- A A document giving the person's permanent National Insurance Number and name. This could be a: P45, P60, National Insurance card, or a letter from a Government agency.

AND **one** of the options shown below from B to H.

- B A full birth certificate issued in the United Kingdom, which includes the names of the holder's parents; OR
- C A birth certificate issued in the Channel Islands, the Isle of Man or Ireland; OR
- D A certificate of registration or naturalisation stating that the holder is a British Citizen; OR
- E A letter issued by the Home Office to the holder which indicates that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay; OR
- F An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay indefinitely in the United Kingdom, or has no time limit on their stay; OR
- G A letter issued by the Home Office to the holder which indicates that the person named in it can stay in the United Kingdom, and this allows them to do the type of work you are offering; OR
- H An Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the person named in it can stay in the United Kingdom, and this allows them to do the type of work you are offering.

SECOND COMBINATION

You need to select A.

- A A work permit or other approval to take employment that has been issued by Work Permits UK.

AND **one** of the options shown below from B to C.

- B A passport or other travel document endorsed to show that the holder is able to stay in the United Kingdom and can take the work permit employment in question; OR
- C A letter issued by the Home Office to the holder confirming that the person named in it is able to stay in the United Kingdom and can take the work permit employment in question.

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DERBYSHIRE

Derbyshire is a county with a population of roughly 957,000. From the last census approximately 3% of the population describe themselves as being from a minority ethnic group. 12% of the residents of Derby and 1% of the rest of the county. From north to south Derbyshire is 75 miles in length and at its greatest 35 miles in breadth. Much of the central, western and northern area is included in the Peak district and there are only three significant towns, Matlock, Buxton and Glossop. It is the eastern area which is most populous, from Swadlincote in the extreme south, through Derby, Ilkeston, Alfreton to Chesterfield in the north. Of these, Derby and Chesterfield are much the largest. This part of the county also has the bulk of its industry: heavy and light engineering, chemicals, and in the south also textiles. The county is thus split into two, with a rural western tourist region and a fairly densely populated and industrialised eastern region. The main offices are within easy reach of East & West Midlands Areas or Yorkshire. Derby City Council, Derbyshire County Council and District Councils provide the local authority background.

DERBYSHIRE PROBATION TRUST

Derbyshire Probation Trust is a law enforcement agency operating under statute, contract to the Ministry of Justice. Probation Trusts operate on a cash limited budget, which is 100% funded. It is managed centrally through the Local Probation Board, which is made up of local people with strategic and financial experience in voluntary, public or private sectors and who are to a certain extent representative of the population of Derbyshire.

PROBATION IN DERBYSHIRE

The Probation Trust in Derbyshire is a medium sized organisation with total expenditure nearing £13.6 million per annum. The Chief Executive, Mrs Denise White, reports to the Probation Board and, with the two Directors of Probation, two Operations Managers, one Interventions Manager and one Director of Business Services, form the Senior Management Team responsible for implementing the Probation Board's objectives. Each Director heads a team of middle managers.

Derbyshire Probation Trust employs approximately 350 employees consisting of approximately 25 Senior Probation Officers and 85 Probation Officers, 109 Probation Service Officers, 69 administrative/secretarial staff and almost 62 support staff. Staff are based in Derby, Ilkeston, Chesterfield and Buxton (part-time in Matlock). The Headquarters Unit is based in Matlock Bath.

In the main, services for offenders are carried out in 'field teams' based at the offices above. The Unpaid Work unit (supervising Community Payback) also works from these decentralised bases. In addition the Probation Hostel in Derby provides 27 beds. There are two prison department establishments in the area, HMP Sudbury, an open prison with a large lifer group and HMP Foston for women. However most adult prisoners from Derbyshire serve their sentences in Nottingham or Leicester.



INVESTOR IN PEOPLE

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Statement of Employment Policy About Criminal Record Offences

The work for which you are applying may involve at some point in time substantial opportunity for access to children or vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act, 1974. You are required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as "spent" under this Act, and any cautions or bind-overs. The information you give will be treated in confidence.

The Probation Board is entitled, under arrangements introduced for the protection of children and vulnerable adults, to check with the Criminal Records Bureau (CRB) for the existence and content of any criminal record. Information received from the CRB will be kept in strict confidence.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the Chief Executive considers that the conviction renders you unsuitable for appointment. In making this decision consideration will be given to the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to the Board's published Equal Opportunities Policy.

Failure to declare any conviction, caution, bind-over or charges pending (including road traffic offences) may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light.

If you would like to discuss what effect any conviction you have might have on your application, you may telephone John Allsop, Director of Business Services, on 01629 57691 in confidence, for advice.

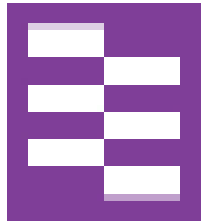
If you would like a copy of the Trust's policy on the recruitment of employees and volunteers (criminal record check) or the Criminal Record Bureaus Code of Practice you may telephone Katie Dennis, Human Resources Assistant, on 01629 55422.

DERBYSHIRE PROBATION TRUST

EQUAL OPPORTUNITIES POLICY

- 1 The Derbyshire Probation Trust is an Equal Opportunities employer and through its policies, procedures and monitoring endeavours to achieve the principle of equality of opportunity with regard to its staff, volunteers, offenders, and the communities it serves.
- 2 As an employer the Board is bound by the provision and spirit of the following legislation:

Equality Act 2010 (incorporating protective characteristics:)
Age
Disability
Gender Reassignment
Marriage and Civil Partnership
Pregnancy and Maternity
Race
Religion or Belief
Sex
Sexual Orientation
- 3 As a Public Service the Board seeks to undertake the duty in Section 95 of the Criminal Justice Act 1991 that the work of the Probation Trust and of those with whom they work in partnership should be free of discrimination on a ground of race, gender, age, disability, language ability, literacy, religion, sexual orientation or any other improper ground i.e.. factor which is not linked to ability to undertake whatever is required.
- 4 The existing Equal Opportunities policy has been extended by reference to other related policies e.g. the Disability Policy, Harassment Policy and the Race Equality Policy. The operation of all policies is monitored and evaluated and the documents amended or supplemented as required.
- 5 The Board endeavours to provide equal opportunities for all employees and volunteers through recruitment, training, development and progression according to ability and without discrimination and disadvantage of any kind which has no direct bearing on a person's ability to carry out his or her work. It seeks to deal with its potential employees and volunteers in ways which promote mutual tolerance and co-operation and to ensure that its staff act in a similar manner towards colleagues, those under its supervision or with whom they come into professional contact and with the general public.
- 6 Individual employees and volunteers at all levels are expected to co-operate with measures designed to develop equal opportunities and the removal of discrimination. The Probation Board as employer will not tolerate acts of direct or indirect discrimination or prejudice by its staff or volunteers which contravene the aims of this policy and will take any necessary action to ensure compliance with the policy. The Board recognises that acts of harassment or victimisation are forms of discrimination.
- 7 The Equal Opportunities Policy underpins the work of the whole Trust and its principles should be applied to all planning whether in relation to staffing or service delivery issues.



A Leaflet for Candidates for Jobs in

DERBYSHIRE PROBATION TRUST

**Designed to help you understand the
process of Recruitment and Selection**

**We Aim to be an Equality of Opportunity
Employer and Select on Merit**

When you apply you will receive.....

- An Application Form
- A Job Description
- A Person Specification

What is the Application Form?

A piece of paper designed to tell you what we want to know and what you want us to know about your suitability for the job. Take time to fill in as much as you can - it will help us to better consider your application. If you do not make a good application you will not even be asked for interview.

What is the Job Description?

A list of the duties that you will be doing if you get the job, the people you work with and any special conditions.

The Person Specification

A description of the skills, personal qualities, experience and qualifications we feel are required to carry out a specific job. It is used to facilitate the short-listing process. Think how you can draw from your own experience and skills, then match them to the items listed. You will be selected for an interview based on the content of your application.

Check List before you Seal the Envelope

- **Have you read the job description and the person specification?**
- **Have you demonstrated fully in your application form that you have the skills, personal qualities and experience we require?**
- **Have you checked that you have matched all your skills, personal qualities and experience against our requirements, as set out in the person specification?**

We don't know what you don't tell us! We look at every single application form but you must make sure, therefore, that you have told us everything about yourself that you think we need to know.

The Shortlisting

Shortlisting is a pre-interview selection process which is used to determine which of those who have applied for the post appear on paper to be suitable candidates for the position. At this stage the person specification is used as the basis for shortlisting candidates for further consideration.

Prior to the Interview

If you have been shortlisted you will be invited for an interview.....prepare yourself. You should be sure that you know what is involved in the selection process. Sometimes you may be asked to do more than go through an interview – for example, a prospective Probation Service Officer may be asked to give a presentation on a given topic or a Case Administration Officer may be asked to demonstrate word processing skills.

If you haven't been invited for an interview don't be afraid to ring the Human Resources Department (01629 55422) and ask for feedback – you can then get good clear feedback about your application and why you weren't shortlisted to help you in the future.

At the Interview

You will be nervous – everyone is! Don't worry – interview panels understand that.

Here are a few tips that might help you through:-

Arrive before the time for your interview – the last thing you want is to feel rushed and harassed when you go into the interview. Settle yourself down and make yourself comfortable. When asked a question, give yourself time to think about it before you answer.

You might be asked questions about yourself, and your experiences, what personal qualities and skills you would bring to the job, your application form and probably some questions to test your approach and expertise in the particular area or activity that you have applied for a job in. At the end of the interview, you will probably be asked if you have questions – don't be afraid to ask! However, there's no obligation to ask questions – so don't feel you have to!

At the End of the Interview

Did you get the job?

We aim to inform everyone who has been interviewed of the result as soon as possible. If you are successful – congratulations! If not – there is only one successful candidate for each job but we do encourage people to ask for feedback on their performance at interviews. The information could be helpful for future interviews.

Don't let an unsuccessful application put you off applying for other jobs in the Service.

Applicants References

All offers of appointment are subject to 2 satisfactory references, medical clearance and Criminal Records Bureau clearance. The latter comes under the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendments) Order 1986 and Department of Health check.

Once these procedures have been completed, we will be in touch again to arrange a convenient start date.

Equality of Opportunities

Derbyshire Probation Trust has committed itself to equality of opportunities in terms of both service delivery and employment.

What does this mean?

The elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependants, religion, trade union activity and age.

Equality of Opportunities in Employment

Our policies and practices in recruitment and selection are aimed at ensuring that successful candidates are the most suitable ones, regardless of factors such as race, gender, disability or nationality. Our commitment to equal opportunities in employment also includes the provision of opportunities for training, development and advancement for the people who work with us. We recognise that 'positive action' training is one way of redressing the balance of discrimination against groups and individuals and we aim to provide this where possible.

More positively, we value and welcome diversity in our workforce – irrespective of your culture, faith, football team, choice in music etc. We are a people Service.

Derbyshire Probation Trust, Human Resources Department, 18 Brunswood Road, Matlock Bath, Derbyshire, DE4 3PA