

Job Title:	Service Administrator
Service/Division:	Criminal Justice Services (CJS)
Reports to:	Interim Service Manager - London
Direct reports:	None

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

Advance's Minerva service works with women involved in the Criminal Justice System offering safe, targeted support and advocacy to women to help them address their complex needs in relation to the 9 pathways to offending, such as substance misuse and financial difficulties, aiming to reduce re-offending, encourage desistance amongst repeat offenders, and empower women to live safe, crime free lives.

In your role as the Service Administrator, you will be working with a team of Community Keyworkers, who cover a range of designated North, East and West London boroughs. The Minerva service provides holistic one to one community support and advocacy services to women who are being supervised by the National Probation Service (NPS) and your role will be to ensure the smooth running of this essential service.

The Service Administrator will be responsible for the allocation of referrals received through the Refer & Monitor system and through the Minerva CJSM email account, dealing with queries from professionals as appropriate. As well as allocating referrals, the Service Administrator will be responsible for entering referral information on databases, case management systems and allocating new clients. You will work collaboratively with the management team and the Data Insights Analyst collating information for reports as necessary. You will also support the Women's Centre Coordinators where required and maintain accurate and up-to-date information on local resources and agencies for staff.

Key responsibilities and duties

- Support the Minerva databases and software use (MODUS) to enable accurate measurement of the effectiveness and impact of service delivery.
- Develop, operate and maintain all necessary and relevant information and case management systems, monitoring systems and recording and reporting systems for the service, ensuring these are in accordance with policy and procedures. Reviewing and making changes to these systems as developed by Advance, its partner agencies, evaluators and funders in line with contractual requirements.
- Prepare reports and analyse quantitative and qualitative data on data trends, and service delivery gaps and strengths, as required by the management team.
- Ensure a good level of data integrity within the web-based case management system (MODUS), including identifying and checking data against agreed KPI's and outcomes.
- Be responsible in managing referrals and allocation of new cases through the Refer & Monitor system and the CJSM mailbox and entering information onto the Refer & Monitor system, including details of participation in interventions.
- Work collaboratively with the management team and the Data Insights Analyst in maintaining, quality assuring and collating data for reporting.

- Where requested, work with the management team to conduct regular reviews of the project and compile reports as required.
- Where required, provide cover for the Women’s Centre Co-ordinators and support the co-ordinators with a range of tasks, including answering the mainline phone, dealing with queries, and managing day-to-day Centre tasks.
- Respond appropriately to requests for information from staff, Trustees, partner agencies, funders and interested parties.
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division’s annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance’s Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION: Service Administrator

A= Application

I= Interview

T = Test

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification or an excellent understanding of monitoring and evaluation practices	A
A relevant qualification or comprehensive working knowledge of Microsoft Office, Outlook, Excel and Access	A

Knowledge of issues facing women offenders and those at risk of offending, both in and out of the Criminal Justice System.	A
Understanding of the Criminal Justice System and the changing role of the voluntary sector within it.	A
EXPERIENCE	
Experience of office management, co-ordination and administrative skills	A/I
Experience of maintaining case management systems, data systems and producing regular monitoring reports	A, T & I
Experience of producing analytical data and translating into monitoring reports	A/I
Experience of multi-tasking and prioritising, remaining calm under pressure or in stressful environments	A/I
TECHNICAL/WORK BASED SKILLS	
Good interpersonal and communication skills	A/I
Excellent literary and administrative skills including excellent and in-depth ability and knowledge in Microsoft Excel, information technology and data collection.	A, T & I
Be accurate and methodical in dealing with data processing, filing systems, facts and figures	A
The ability to be flexible, working as a team or independently as required in order supporting the service and colleagues.	A/I
An ability to work in partnership with relevant statutory and voluntary groups, to demonstrate the ability to develop and maintain strong constructive working relationships	A/I
GENERAL SKILLS AND ATTRIBUTES	
Committed to Advance's charity ethos and key values which are Listen and Support, Empower, Innovate, Collaborate, Quality and Accountability	I