

Job description

Title: Apprentice Casework Administrator
Reports to: Administration Hub Manager
Location: Sale
Grade: 7
Salary: £17704 rising to £23,060 on successful completion of apprenticeship
Contract: The apprenticeship is expected to last for upto 18 months

Purpose

As a Casework Administrator you will be welcomed into a dynamic and inclusive Administration Hub. The IOPC is on a journey to develop its culture, perspectives and ethos to support the organisation's core outcomes and this is your opportunity to enter into the varied world of IOPC Casework, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

This role assists the organisation by preparing cases, liaising with stakeholders and providing all aspect of administrative support. The Administration Hub can be the first contact point for members of the public and other agencies in regard to Appeals/Reviews and Police Referrals. The Administration Hub receives referrals about serious matters from Appropriate Authorities and Appeals or Reviews from members of the public who made a complaint and are dissatisfied with the Appropriate Authorities handling of their complaint. The Administration Hub will collate all relevant information and direct cases and correspondence to the correct internal department.

Information may be received via telephone, e-mail or post. Generally, the administration team conduct a preliminary examination of the information received, input this information, prepare the case file and then refer it to the appropriate person. The Administration Hub receives new work daily and therefore the work of the team is fast paced and reactive.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Casework Administrator will need to be committed to managing in the context of these values.



Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five [calls to action](#) for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to [Operation Hotton](#), to [Welsh Language Standards](#) and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



Main duties and responsibilities

- Opening, sorting and scanning all incoming post.
- Creating all new cases on the IOPC case management system, including referrals relating to the most serious and sensitive matters from police forces and appeals/reviews submitted by members of the public following a relevant decision on their police complaint.
- Preparing case files for a decision maker. This includes obtaining all supporting documentation from police forces/members of the public in a timely manner, ensuring all key documents have been requested and received, then stored in an orderly manner on IOPC systems.
- Downloading and un-encrypting of case related digital media and background paperwork from cloud based applications, then uploading this to IOPC systems.
- Contact point for members of the public and police forces, in both verbal and written form, prior to allocation of Appeals & Reviews, advising on allocation times, appeal/review rights, how to submit appeals/reviews, how to submit further information and any other general query.

- Acting as single point of contact (SPOC) for certain complainants, dealing specifically with the setting up of their appeals/reviews ensuring they are provided with a consistent service.
- Triage of post items and emails.
- Search and retrieval of files / miscellaneous post etc and preparing closed Appeals and Reviews for filing and archiving.
- Create and manage file parts and media for the directorate.
- Updating Sharepoint with relevant documents and ensuring templates and passwords are kept up to date.
- Printing 'Working from home' (WFH) documents for Casework Managers.
- Any other general administrative work as requested by the Admin Managers

Person specification

Essential

- Good secondary school level education, including English and Maths to GCSE grade C or equivalent
- IT literate including competency in Microsoft Office and electronic databases in particular having good Microsoft Excel skills in order to collate, store and present data
- Ability to work on own initiative with a flexible and proactive approach to work.
- Must have high integrity with an ability to act with discretion and to deal appropriately with confidential matters (this post requires Security Clearance
- Ability to deal appropriately with a wide range of people at all levels, both within and outside the IOPC
- Good oral and written communication skills
- The ability to deal with high profile, sensitive matters, which sometimes can be of an upsetting nature

Desirable

- Experience of working in a fast-paced and ever-changing environment including the ability to work to tight deadlines

Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email humanresources@policeconduct.gov.uk

Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

Preparation checklist

- ☐ Review the full job description
- ☐ Review the behaviours and the descriptors for each behaviour
- ☐ Review the Strengths dictionary
- ☐ Review the IOPC values
- ☐ Consider your Strengths (if applicable)
- ☐ Consider drafting example answers that cover the specific elements
- ☐ Prepare some questions to ask the interviewers