



**Job title:** Essex R&M Service Admin  
**Grade:** SCALE 4  
**Role code:** EOPCC0155  
**Status:** Police Staff

**Main purpose of the role:**

The Essex Restorative and Mediation Service Administrator will be responsible for the smooth running of the Restorative and Mediation service by ensuring referrals are processed in a timely and effective manner. The post holder will receive referrals and case information and be required to risk assess, process, log, and perform an initial sense check of cases to ensure their suitability. The successful candidate may also be involved in a range of other tasks that support the smooth running of the service such as responding to correspondence, making contact with participants, publicising the work of the team, attending and minuting meetings, and compiling reports. The post holder will report to the Restorative and Mediation Service Manager.

**Main responsibilities:**

- Receive and process Restorative and Mediation Service referrals. This will involve sense-checking and risk assessing cases, ensuring they are appropriate for RJ and meet the teams referral criteria, logging and updating the case on our case management system; My RJ, making initial calls to referrers or participants as appropriate, and transferring the case to one of our RJ coordinators
- Act as a first point of contact for the service, offering information, advice and support for referrers, volunteer facilitators, and participants as appropriate
- Use appropriate methods of obtaining relevant case information, such as Case Management IT systems, police database, and referrers reports.
- Risk assess restorative justice & mediation referrals with confidence and ensure that the safeguards are in place.
- Proactively assess service users for suitability to take part in a restorative approach
- Liaise with relevant stakeholders, such as offender management and Victim Support, in individual cases to ensure minimal risk.
- Arrange restorative conferences, including booking rooms and providing refreshments.
- Track progress of outcome agreements and pass on to co-ordinators if necessary for follow-up.
- Maintain and update case management systems
- Understand and comply with national and local policies and legislation
- Attend, contribute to, and minute meetings as required.
- Ensure paperwork and monitoring is being carried out correctly, and relay outcomes to appropriate stakeholders

- July 2018

**Vetting level:**

**Necessary experience:**

Essential

Excellent communication skills, both oral and written. This includes the ability to communicate complex issues effectively, using plain English.

Ability to multi-task.

Able to use initiative and work with minimal supervision

Strong organisational skills

Strong customer-focused ethos

Good IT skills

Good attention to detail

Hold a full driving license and have access to a car for work purposes

Desirable

Awareness and experience of restorative justice

Experience of working in the criminal justice and/or community safety environment

Able to complete risk assessments

**Behaviours:**

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to

date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

#### Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

#### Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

#### Take Ownership (Level 1)

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

### Values:

#### Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

#### Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

#### Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

#### Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others

accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

**Technical skills:**

**Customer Services (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**Health & Safety (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**Mgmt of Police Information (MOPI) (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**Office Organisation (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**Office Technology (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**Risk Management (Level 1)**

Current understanding of this technical skill is very basic and there is a need for considerable development if the post holder is to meet the requirements of the role in this area. Regular advice, reassurance and support is required for the successful application of these standards in practical situations.

**National Occupational Standards:**