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***JOB DESCRIPTION & PERSON SPECIFICATION***

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| ***JOB TITLE*** | ***CRIME DIARY ROOM ADMINISTRATOR (Whitechapel)*** |
| ***DEPARTMENT*** | ***CRIME*** |
| ***ACCOUNTABLE TO*** | ***HEAD OF CRIMINAL DEPARTMENT*** |

***JOB SUMMARY & PURPOSE***

Taking a proactive role in ensuring the smooth running of the Crime Diary room and to effectively resolve any identified difficulties.

***MAIN DUTIES AND RESPONSIBILITIES***

* Managing Police Station/Lower Court/Crown Court diaries.
* Accepting DSCC calls.
* Arranging for advice calls to be made by another TVE fee earner.
* Deploying TVE staff/DFEs/external agents to police station interviews (in-house TVE staff to be a priority).
* Proactively managing resources – chasing TVE staff to confirm when able to be re-deployed to another interview/station.
* Chasing BTRs.
* Keeping clients and appropriate adults informed re BTRs.
* Keeping allocated fee earners informed of re-bails/charges etc.
* Generating simple standard letters (re-bail, NFA, charge etc).
* Monitoring rate of agency deployment.
* Deploying TVE staff/agents to overnight court cases (in house TVE staff to be priority).
* Proactively managing resources – chasing TVE staff to confirm when hearings have finished.
* Logging cases which have concluded in Lower Court case tracker.
* Taking calls from Courts re listing matters.
* Proactive management of Lower Court Diary.
* Proactive management of Crown Court Diary (e.g., chasing fee earners re barrister/HCA instructed for hearing).
* Liaising with Chambers re listings and deployment of Counsel to hearings.
* Receiving outcome reports from barristers/HCAs).
* Managing diary of in-house HCA(s).
* Undertaking out of hours phone holding.

***REQUIRED SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES***

Necessary knowledge, skills, experience and attributes to fulfil the main duties and responsibilities as outlined above.

Excellent IT skills.

Good communication skills.

Good organisational skills.

Willingness and ability to learn.

The ability to prioritise in a situation.

An understanding of and an ability to carry out procedures as set out in the office manual.