

Thank you for your interest in the role of Administrator at Catch22. We're delighted you're considering joining our team, and we welcome your application.

Catch22 is a charity and a social business. We deliver over 100 services across England and Wales in justice, education, children, families, communities, employability, and skills. Underpinning all our services is our firm belief that everyone needs good people around them, a safe place to live, and a purpose in life in order to thrive.

For more than 230 years, Catch22 has been focused on delivering high-quality services for people facing challenges and using our experience to advocate for systemic reform in public services. We are committed to not just meeting immediate needs but to driving forward lasting change.

Within Catch22's Justice Hub, we are acutely aware of the growing challenges faced by those we support. Court backlogs, for instance, have significant impacts on both victims and offenders. We also see increasing complexity in the needs of our service users, requiring innovative and compassionate approaches to support. Our ambition is to influence systemic change positively, reforming public service delivery to achieve better outcomes for individuals and communities.

Our portfolio of services is uniquely positioned to address both offender rehabilitation and victim recovery. We work across the criminal justice system, from supporting offenders through our Offender Management and Gang Units to providing rehabilitative services such as Personal Well-being, Finance, Benefit & Debt, and Dependency & Recovery services. Simultaneously, we are expanding our Victim Services, helping individuals navigate the aftermath of crime through initiatives like the Greater Manchester Victim Service and the Young Londoners' Victim Service.

We believe that reducing crime relies on enabling recovery for victims and providing pathways to rehabilitation for offenders, empowering them to live crime-free lives. This dual perspective gives Catch22 a holistic insight into how best to support individuals and drive meaningful change within the criminal justice system.

Innovation and a pioneering mindset are at the heart of what we do. As a charity operating outside the constraints of traditional public services, we're constantly seeking new ways to improve lives and create impact. Many are drawn to Catch22 for this spirit of curiosity, innovation, and commitment to making a real difference in the third sector.

Each role at Catch22 is fundamental to achieving our mission. We deeply value the compassion, collaboration, and dedication of those on the front lines, leading teams, and managing services. We look forward to the contributions you will bring to our shared vision.

Kind regards,

Matt Randle, Director of Justice at Catch22

**Matt has been with Catch22 for a total of 11 years, and during that time has held a total of 7 different positions, progressing from a Custody Case Manager to Assistant Director, Justice in 2018, and Director of Justice in November 2022.**

**Matt has a wealth of experience in successfully overseeing Catch22's Justice Hub's operational delivery, as well as a huge passion for Catch22 and the work we do across the Criminal Justice System.**





## Administrator

**Salary** £25,000.00 per annum (FTE); £12,500 pro rata  
**Location** London—see advert for exact location  
**Hours** 18.75; 37.5 hours per week (FTE)  
**Contract** Permanent  
**Interview** August  
**Reports to** Head of Service  
**Screening** Enhanced DBS, Non-Police Vetting

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## About Us

Over the past year Catch22 has delivered over 100 services...  
Read more in our recent [impact report](#).

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service users' ideology, helping them desist from crime and reach their true potential.

We are looking for someone who is compassionate, collaborative, and empowers others

## What values guide our people?

Our values, chosen by staff from across Catch22, reflect the approach to working and embedded in all the work we do:

- ♦ **We're compassionate:** we care about people—supporting them to move forward.
- ♦ **We empower others:** we give people the knowledge, skills and opportunities to thrive.
- ♦ **We're collaborative:** we do things with people, not to them.
- ♦ **We're curious:** we explore, innovate and challenge to improve what we can do.

**Pack is for information only**



## In the last year:



**42,000**

People were supported by our Justice teams.



**100%**

Of commissioners were satisfied or very satisfied with the service our teams delivered.



**£696,370**

Were retrieved for victims of fraud by the Hertfordshire Beacon Fraud Hub.



## About You

As the administrator for Young Londoners' Victim Service (YLVs), you will play a pivotal role in ensuring that young victims and witnesses of crime receive the support and guidance they need. Your dedication will help Catch22 maintain its commitment to delivering compassionate and effective services that empower individuals and make a meaningful difference in their lives. Learn more about the impactful work of our Victim First service [here](#).

You will be a proactive and organised individual with a strong attention to detail and a passion for supporting others. Your ability to manage multiple tasks efficiently and communicate effectively will ensure the smooth running of our victim service. As a key team member, you will contribute to the continuous improvement of our processes and help foster an environment that prioritises inclusivity and excellence in service delivery.

You will also have the opportunity to work closely with a dedicated team committed to supporting victims of crime. Your role will be instrumental in ensuring that our service not only meets its targets but also continues to evolve in response to the needs of the community. Through your work, you will help create a supportive environment where every team member and service user feels valued and empowered.

## About Your Role

You will be responsible for the day-to-day running of the service such as:

- ♦ Monitoring and managing the service inbox to ensure service users are contacted with promptly, including those that contact the service via mail.
- ♦ Monitoring the business' helpline users to support victims of crime.
- ♦ Facilitate meetings such as organising times, arranging meeting rooms, and writing meeting minutes
- ♦ Sending out surveys to service users to capture journey experiences and feedback.

<b>Career Family &amp; Grade</b>	Operations, Operational Support
<b>Scale</b>	London
<b>Job Reference</b>	REF3713W
<b>Number</b>	
<b>Closing date</b>	Wed 30th of June at 1630

- ♦ Report on data and any interpretations that may be relevant for service development.
- ♦ General management of service petty cash, invoice processing, point-of-sale.
- ♦ Arrange for teams transport using our internal travel systems.
- ♦ Ensuring core office supplies are in stock and ordering resources if required.
- ♦ Monthly and quarterly reporting to service management.
- ♦ Administrative support for case workers and updating case management systems. Including support with manager in case allocations.
- ♦ ensure that referral made into the service are uploaded to the case management system(HALO) and reporting any issues relating to referrals with referring organisation .
- ♦ Partake in the organisations safeguarding of service users and work collaboratively with team members in ensuring best practices are followed and victims of crime are linked up with external support based on individual needs, as well as escalating concerns to police and other service providers if the risk is appropriate.
- ♦ Coordinate the giving of relevant messages and information and update caseworkers based on achieved case outcomes.
- ♦ Any other duties deemed relevant to be within scope of the role.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	Educated to good standard, including as a minimum GCSE level English and maths		Application
<b>KNOWLEDGE/ EXPERIENCE</b>	<p>Experience of managing, interrogating and interpreting data systems and producing analytical reports</p> <p>Experience in the management and interrogation of data systems</p> <p>Excellent working knowledge of Microsoft Word, Excel, databases, intranet and Outlook e-mail system</p> <p>Ability to work on an inter-agency basis</p> <p>Advanced understanding of information management, data analytical and reporting skills</p> <p>Ability to work in accordance with the Data Protection Act 1988 and 2003, levels of defensible disclosure, confidentiality and wider legal requirements</p>	<p>Previous administration experience</p> <p>Experience of minute-taking</p>	Application / Interview
<b>SKILLS &amp; ABILITIES</b>	<p>Ability to work effectively independently or as part of the wider team</p> <p>Effective communication skills in both the verbal and written form with the ability to handle enquiries from victims in both a competent and articulate manner via email and phone</p> <p>Ability to maintain clear communications with a wide variety of people</p> <p>Ability to process and interrogate data management and information systems</p> <p>IT literate and able to learn new packages and systems quickly</p> <p>Highly organised with advanced administrative skills</p>		Application / Interview
<b>OTHER</b>			

If you have spent or unspent convictions and need to make a disclosure, or would like advice on whether a role we have advertised is suitable, please contact Rik at our partner, [Offploy](#), via [rik@offploy.org](mailto:rik@offploy.org) for support and guidance.

**How and when?** Catch22 only ask a candidate to declare criminal convictions upon accepting a conditional offer of employment (except where our roles are exempt from the Rehabilitation of Offenders Act). By doing this, they ensure hiring teams are only assessing candidates on how closely they match the advertised person specification, to avoid conscious and unconscious bias from affecting hiring decisions.

## Screening Process

Each role at Catch22 is evaluated on the types of screening that are necessary for the opportunity. Successful candidate's only undergo checks relevant to the role they have been offered.

The advert and offer letter will list the types of checks that a candidate must undergo for the relevant role and a cover letter, sent alongside the offer letter will detail the checks and also explain how Catch22 collects, keeps, and destroys data around a person's criminal record.

Guidance on making a disclosure is given to all candidates at offer and decisions on hires is not made solely on the results of screening checks.

## Why?



At Catch22, we believe that those who have experienced the challenges and successes of the Criminal Justice System first-hand are best equipped to drive change. That's why we recruit people with lived experience, have implemented a Lived Experience Lead, and have partnered with organisations to support us in doing this as effectively as possible.

[Watch](#) to learn more about Catch22's innovative work in using the expertise and talent of those with [#LivedExperience](#).

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*"At Catch22 we want to attract the widest range of talent available and we therefore open as many of our roles as possible to people with convictions. We have found that they bring a different perspective to some issues and display great loyalty to our organisation. We firmly believe that giving people another chance is the right thing to do".*

Dom Dingle, Recruitment Coordinator—Justice



*"We recognise that those involved in crime often feel trapped in negative patterns of behaviour and that this leads to repeat offending. We also recognise that employment is the best way to break this cycle and enable people to move forward and lead positive, fulfilled lives. For this reason Catch22 is proud to support the Ban the Box campaign and is committed to providing a fair recruitment process that offers equal opportunities to all, including those with criminal convictions."*

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Christina Duru, Chief People Officer

Catch22 has Banned the Box which means we not only encourage applications from those with lived experience and/or criminal convictions but also do not ask for a declaration until a conditional offer is made. We ask for any disclosures on unspent convictions to be disclosed at the offer stage and provide support both internally and sign-post to external partners to support with disclosures. We assess the disclosed convictions against the successfully offered role and can adapt roles based on convictions. Please see our full statement on hiring those with convictions and note that we do have employees currently within the Justice Hub with convictions. Support is given at the offer stage for providing a disclosure.

