

331 Administer case files

Summary

Open, maintain and close case files

You will apply the following skills:

- Communicating
- Decision making
- Organising
- Planning
- Problem solving
- Reading
- Researching
- Using numbers
- Using technology
- Writing

Performance Indicators

You will:

1. Create a new record and open a case file
2. Obtain or identify the location of all file documents and materials
3. Produce and amend documents as requested
4. Liaise with the relevant people to progress the case
5. Keep the case file up to date
6. Record file movement and ensure confidentiality and security of information
7. Prepare court bundles as requested
8. Action and record hearing outcomes as necessary
9. Prepare the case file for closure
10. Notify relevant people that the case file is closing
11. Close the case file

Knowledge

You will know:

1. The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
2. Your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility and how to apply them
3. Legal and organisational requirements covering the security and confidentiality of information
4. The importance of accuracy and attention to detail when dealing with information in a legal context
5. How to carry out research and identify sources of information
6. How to collect evidence & materials that is sufficient, reliable and valid
7. What evidence is needed and why
8. How to prepare court bundles
9. How to ensure case files are complete and why this is important
10. What to do if a new file is not complete
11. Who to consult if further information is needed
12. How to clean and close a case file
13. Legislation, regulations and codes of practice that apply in the sector to your area of work
14. Working culture and practices in the sector
15. Procedures for receiving and opening a new case file
16. The structure, format and content of a new case file
17. Your organisation's house style and requirements for presentation of correspondence, documents and bills
18. Your organisation's procedures for closing case files
19. Where and when to refer matters that are beyond your authority