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| Job Title: Senior Support Administrator |         |
| Job Evaluation Number                   | 0690690 |

## JOB DESCRIPTION

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| <b>Job Title:</b> Senior Support Administrator | <b>Location:</b> SETSU Langford Locks       |
| <b>Job Family:</b> Business Support            | <b>Role Profile Title:</b> BB2 Police Staff |
| <b>Reports To:</b> Office Manager (TSU)        | <b>Band level:</b> 2E                       |
| <b>Staff Responsibilities:</b> Nil             |   |

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** provide an efficient and effective administrative support service to the Office Manager and Head of Unit (SETSU) in respect of the overall and day to day management of support functions to the department including Charter devolved and non devolved budgets.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Assist the SETSU Office Manager in administering the procurement process and ancillary expenses. Provide administrative support for SETSU staff at bases in Sussex & Hampshire as part of the SE ROCU and SE CTU.

2. Support Office Manager to control, manage and maintain the TSU case management system which includes allocation, evaluation of progress, departmental performance indicators and resource allocation, liaising with SE ROCU and SE CTU.

3. Control, manage and maintain departmental records, intelligence systems, IT systems and archives.

4. Analyse and assess all Authorities received to determine if they have been authorised by the correct level of Officer, for the equipment requested. Liaise with ACPO and NCA/Regional/Force Authority Bureau to ensure current legislation is being complied with in relation to equipment used.

5. Provide secretarial support to the Head of SETSU, complete minutes at National, Regional and Force meetings, manage diaries, emails and appointments.

6. Provide Administrator Support for Charter Users across the region, set up new Users on the system. Also provide RIPA related guidance. Provide guidance to the Base Managers to extract SETSU Stats from Charter.

7. Deputise as required in Office Managers absence.

8. Personal maintenance of secure and security related records and IT systems to include confidential secretarial services.

9. Enter, update and maintain computer records of all SETSU Taskings and Equipment using Charter IL4 System.

10. Oversee the general security, maintenance and access control systems for the whole building, checking Force vetting levels are adhered to regarding contractors. Update and maintain the Fob access system, managing SETSU security protocols.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

**Further Comments:**

The post holder will be required to work alongside Line Manager and other Admin Officers within the Region. Will be required to have interaction with the Logistics Manager, regarding the raising of technical and non-technical supplies. Day to day interaction with TSU Technical staff, Surveillance teams and other police units.

Liaise with external contractors, allow access to the building and shadowing the contractors in light of maintenance contracts that require fulfilling.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

| <b>The knowledge or skills required in the role are as follows (essential or desirable):</b>  | <b>E/D</b> |
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| 1. Proven ability to work in a secure and confidential environment with the highest standards of integrity. Able to recognise sensitive information and maintain discretion and confidentiality.  | E          |
| 2. Recent knowledge and ability in the use of computers and Microsoft packages and associated technology. Prepared to learn and implement new systems as technology develops.   | E          |
| 3. Excellent communication skills with the ability to communicate effectively with a wide range of people at all levels.  | E          |
| 4. Proven ability to work with minimum supervision in an office environment and manage a high workload. Able to prioritise work effectively and work under pressure and work on own initiative.   | E          |
| 5. Recent experience of working effectively within a team.  | E          |
| 6. A good standard of general education including excellent numeracy and literacy skills.   | E          |
| 7. IT literate, including recent experience of Word Processing and spreadsheet packages.  | E          |
| 8. Recent office experience.  | E          |
| 9. Recent and relevant supervisory experience with the ability to manage and develop a team.  | E          |
| 10. Must have capability to travel to different locations across the Force and UK to undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *. | E          |
| 11. Previous experience of working in a Police environment.   | D          |

**Additional Comments:** \*At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.