

JOB DESCRIPTION

Job Title: TVLRF Resilience Business Support	Location: Kidlington
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: TVLRF Manager	Band level: 2D
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: provide admin support to ensure an efficient and effective service delivery to the TVLRF (Thames Valley Local Resilience Forum).

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. Produce and format a range of documents, including letters, reports, Common Operating Picture (COP), Recovery Operating Picture (ROP), Action Reports, guidance, minutes and presentations ensuring they are accurate, well-presented and completed to agreed deadlines.
2. Maintain, update files and records, including those of a highly confidential nature such as personal details, business information and response information and upload them to system maintained and subscribed to by the LRF ensuring accuracy and security of data.
3. Administer / maintain databases, systems and records to ensure the effective service to TVLRF in meeting the delivery plan and in response to incidents.
4. Handle a range of communications from a wide range of professional partners including; undertaking email correspondence, responding to telephone messages, answering routine questions and arranging appointments.
5. Undertake a role within the Multi-Agency Information Cell (MAIC) for response to emergencies, major incidents or events that take place across Thames Valley.
6. Provide administrative support to TVLRF events (e.g. workshops, training, exercises and debriefs) to ensure they run effectively.
7. Analyse data feedback from multi-agency stakeholder events for review by the TVLRF Manager / Partnership to inform the partnerships preparedness and activities in response.
8. Assist wider members of TVLRF partnership in ensuring that they are meeting their duties under the Civil Contingencies Act 2004.

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:

Frequent contact with Thames Valley Local Resilience Forum (TVLRF) Category 1 Responders and regular contact with Category 2 Responders and other agencies.

The role holder needs to be highly motivated and develop an understanding of the TVLRF (governance, frameworks and procedures).

The role will need to have the ability to manage a number of tasks at any one time and be able to prioritise.

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Proven ability to work on own initiative, or part of a team, prioritise own workload with excellent time management skills.	E
2. Good standard of education with GCSEs (Grade 9-1/A-C) or Key Skills Level 2 or equivalent in English and Maths.	E
3. Ability to communicate verbally and in writing to a wide range of audiences conveying complicated information concisely, accurately and directly.	E
4. Ability to travel across Thames Valley when required. Working hours and level of flexibility are specific to each role and will be discussed at interview.	E
5. Competent user of MS Office packages, especially Excel, Word and Outlook. Willingness to learn bespoke packages as required.	E
6. Ability to comprehensively research and analyse data and summarise complex information clearly and concisely.	E
7. Proven experience of working in demanding administrative role.	D
8. Experience and understanding of multi-agency partnership working.	D
9. Understanding of the requirements and duties contained in the Civil Contingencies Act 2004 and JESIP Principles.	D
10. Working towards an undergraduate degree in emergency planning.	D