

Job Title: Q&S Admin Support Assistant	
Job Evaluation Number	5830169

JOB DESCRIPTION

Job Title: Q&S Admin Support Assistant	Location: HQ South
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: Standards and Quality Advisor	Band level: 2D
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: Provide a quality co-ordinated investigation and response service on all communications received in relation to complaints and the service delivered by Thames Valley Police. Provide a quality administrative support to the Professional Standards Department.

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

<i>The key result areas in the role are as follows:</i>	<i>% time</i>
1. Receive and assess incoming mail / phone calls / emails, maintaining and logging the details on the Centurion and Public Correspondence databases as appropriate to ensure an accurate and accessible source of management information in accordance with regulations / current procedures.	50
2. Provide appropriate timely response to the public in respect of cases of dissatisfaction including identifying and researching the reasons behind any complaints through various database checks / enquiries.	25
3. Generate and disseminate appropriate correspondence to complainants and LPA staff.	10
4. Booking in and dissemination of reports received from Investigating Officers / LPA's.	5
5. Track and chase outstanding cases through liaison with the appropriate LPA.	5
6. Quality Assure and finalise cases including the dissemination of appropriate correspondence to complainants and staff.	5

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:
There are no direct line reports to this post, although the post plays a guiding, supporting, and coaching role for staff on area.
Requires direct contact with the public, other forces, IPCC, LPA.

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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:</i>	<i>E/D</i>
1. Good standard of education including excellent numeracy, literacy.	E
2. Recent experience of working with computer applications, including databases, Microsoft word, Excel or equivalent with willingness to learn new programmes.	E
3. Excellent written and oral communication skills with an ability to communicate at all levels of the organisation and externally with the public and partner agencies.	E
4. Good organisational skills with ability to work under pressure and meet deadlines including an ability to use own initiative and work in a methodical manner.	E
5. Knowledge of computerised database Centurion product.	D
6. Knowledge of the Police Reform Act 2002 and the Police Conduct Regs 2012, including related procedures.	D

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

<i>The problems that have to be dealt with in carrying out this role include:</i>
1. Liaise with LPA staff in respect of dissatisfaction investigations.
2. Answer questions from the public in respect of complaints/dissatisfaction.

Planning: Refer to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

<i>The role involves the following planning activities:</i>
1. Planning takes place on daily and monthly basis. Daily in respect of recording and allocating cases, monthly in respect of chasing for outstanding cases.

Freedom to Act: Please describe below what you believe to be the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

<i>The degree to which the role provides freedom to act is as follows:</i>
1. Responsible for decision making on a daily basis in respect of new cases of dissatisfaction. Deferring to colleagues/supervisors when necessary but with authority to act on own accord unassisted.
2. Reports directly to the Standards and Quality Advisor in respect of cases of interest.

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Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Deal with members of the public, police officers and other internal contacts.
2. Frequent contact with internal partners on a daily basis. Contact with the public in respect of communicating methods of dealing with dissatisfaction.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. By telephone, written both in letter and email.
2. To provide advice and information.
3. Deal with police officers/staff, members of the public and internal and external teams.