

Job Title: TVLRF Administrative Officer	
Job Evaluation Number	C203

JOB DESCRIPTION

Job Title: TVLRF Administrative Officer	Location: Kidlington
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: TVLRF Manager	Band level: 3F
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 a comprehensive, effective and efficient administrative support service whilst giving advice to both internal / external stakeholders and support to the Local Resilience Forum (LRF) Manager.

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. Act as main point of contact for Procurement, managing requisition and utilising systems to order equipment, book venues, catering, training, exercises following the processes and ensuring stakeholders are being met within the constraints of the finance available.
2. Complete routine administration functions including: internal and external telephone calls, emails, supporting ad hoc project work, post/visitors and minute taking whilst providing efficient and effective administrative support to the LRF Manager as required.
3. Manage the administrative process around Local Resilience Forum training, developing and updating relevant systems to ensure adequate records are maintained.
4. Prepare information and upload this to systems (e.g. ResilienceDirect / Everbridge) maintained or subscribed to by the LRF to ensure members are kept up to date.
5. Administer/maintain databases, systems and records to ensure an effective service to member organisations and groups within the TVLRF.
6. Maintain and facilitate engagement with a wide range of external stakeholders with electronic communications (email) and telephone
7. Analyse data feedback from multi-agency stakeholder events for review by the TVLRF Manager/Partnership to inform the partnership's preparedness for emergency response.
8. Provide administrative support for TVLRF sponsored events (e.g. workshops, training, exercises and debriefs) to ensure they run effectively.
9. Provide resilience for the TVLRF Manager when required to ensure continuity of service to members.

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:

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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 will need to have a full understanding of the TVLRF (governance, frameworks and procedures) whilst providing a filtering service for required senior managers

This role will work primarily independently with minimal supervision. The role will arrange and organise their own daily activities to ensure non-negotiable deadlines are met. They will also support and deliver on small project tasks that will be tasked from the LRF Manager whilst ensuring the TVLRF priorities are met.

Ability and confidence to use own initiative to deputise for LRF Manager in extraordinary circumstances.

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. Significant experience of working in a demanding administrative role including: organising/minuting meetings and management of multiple diaries.	E
2. Proven decision making skills and ability to work on own initiative, with minimum supervision. Experience of monitoring, maintaining and improving existing working practices with a high level of integrity and accuracy. Experience of delivering small projects and initiatives.	E
3. Proven interpersonal skills and the ability to promote professional working relationships with stakeholders at all levels by understanding, communicating and managing priorities to ensure deadlines are met. Must be able to: show discretion, act with tact and diplomacy, multi-task, show enthusiasm / initiative and flexibility. Ability to be innovative and problem solve by using different materials / computer systems before deferring to a line manager with a range of options.	E
4. Computer literate with knowledge of Microsoft Office applications including Excel, PowerPoint and Word. Confident at intermediate level with an aptitude / willingness to learn new systems / technology when it develops	E
5. Current knowledge or willingness to understand the Civil Contingencies Act 2004, Joint Emergency Services Interoperability Programme (JESIP) and other multi-agency emergency planning principles	E
6. Ability to demonstrate sensitivity, confidentiality and high standards of integrity at all times whilst adhering to strict data compliance protocols.	E
7. Good standard of education with GCSEs (Grade 9-1/A-C) or Key Skills level 2 or equivalent in English and Maths.	E
8. Must have capability to travel to different locations (a full UK driving licence is essential*) across the Force and Regionally and undertake all assignments in a timely manner, being available to work flexibly with the potential for occasional evening and weekends, where required.	E

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9. A degree or working towards a degree in a subject linked to Contingency Planning / Emergency Planning OR a minimum of 12 months experience working in Emergency Planning.	D
10. Experience of working in a large organisation / public sector is advantageous.	D
Additional comments: At interview, candidates will be asked to: *confirm their willingness to successfully undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	