

Job Title: Administrative Support Assistant Force Crime / Force Intelligence	
Job Evaluation Number	B739

## JOB DESCRIPTION

<b>Job Title:</b> Administrative Support Assistant Force Crime / Force Intelligence	<b>Location:</b> Kidlington (HQ North)
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Administrative Support Officer Force Crime / Force Intelligence	<b>Band level:</b> 2E
<b>Staff Responsibilities (direct line management of):</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 a comprehensive, effective and efficient administrative and secretarial support service to both Force Crime / Force Intelligence OCUs.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes (See flow chart below).

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

1. Co-ordinate and manage the relevant Detective Superintendent's engagements, diary commitments and ensure relevant supporting material is prepared and available. Prepare files and other papers for meetings, review actions, obtain background papers and other appropriate information, attend meetings, taking accurate and often confidential minutes, then prepare and distribute them.
2. Contribute to the resilience of Force Crime / Force Intelligence OCUS by fully supporting the Force Crime / Force Intelligence in making the best use of admin resources, including assistance with Head of Department Commendation ceremonies, conferences and seminars. Act as main point of contact for Procurement, fuel cards and ordering, managing requisitions and utilising systems to process orders. Maintain of on-call rotas for DIs and Sergeants across both OCUs. Update Force Crime / Force Intelligence websites when required.
3. Manage and co-ordinate written / electronic correspondence for Force Crime / Force Intelligence Detective Superintendent portfolios to ensure work is prioritised and processed effectively for: enquiries, documentation, reports, correspondence, complaints, and enquiries. Ensure all procurement and FPSU notices are processed in line with Force guidelines (e.g. hotel bookings, catering).
4. Management of Detective Superintendents' inboxes. Respond on behalf of Detective Superintendents on routine matters and straightforward correspondence. Notify detective superintendents of any matters requiring urgent attention, liaise with officers and staff to obtain information. Ensure internal departmental-wide communications are sent out when required.
5. Make all arrangements for departmental conferences and seminars, including booking of venue, catering, liaising with internal and external stakeholders, assisting with presentations (PowerPoint) and marketing material, managing attendee lists.
6. Update and maintain the Force Crime / Force Intelligence fleet worthiness tracking system to ensure accurate records, vehicle maintenance and Force POWDER checks are completed on time. Contact CTC when required to ensure issues are addressed and resolved.

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c. **DIMENSIONS:** Include matters such 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 role holder will have access to confidential, operational and sensitive material and will be required to take minutes of a complex and often technical nature. Discretion, good judgement and well developed diplomatic skills are required. Accuracy and clarity of notes taken is crucial. The role holder will need to possess organisational awareness, negotiating / influencing skills whilst understanding of the demands of Force Crime / Force Intelligence and their internal and external stakeholders.

The role holder will need to develop an understanding of the roles of Force Crime / Force Intelligence and their purpose within TVP.

The role holder will be expected to provide resilience across the Force Crime / Force Intelligence Portfolios and deputise for the Administrative Support Officer Force Crime / Force Intelligence when required. The role holder will escalate more complex issues to the Administrative Support Officer Force Crime / Force Intelligence when required.

**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><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Educated to A-Level standard (or equivalent) and / or recent experience of working in a demanding administrative role following set procedures with demonstrable organisational skills. Must possess RSA II or have the equivalent keyboard / word processing skills.	E
2. Current knowledge of or willingness to develop a good understanding of the Force Crime / Force Intelligence OCUs.	E
3. IT Literate with Intermediate level use of Excel, Word, PowerPoint and Outlook (including calendar management) and willingness to learn and understand TVP systems. Demonstrable minute taking experience.	E
4. Highly organised with an ability to prioritise, be flexible and motivated to work to non-negotiable deadlines whilst managing a substantial workload with minimal supervision.	E
5. Excellent interpersonal and communication skills which can be adapted to all levels of the organisation with the ability to present information clearly and persuasively to internal and external audiences applying diplomacy, integrity and discretion.	E
6. Proven ability to act with integrity whilst managing confidential and sensitive information appropriately.	E
7. Must have capability to travel to different locations across both Forces. 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
<b>Additional comments:</b> * 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.	