

Job Title: Administrative Support Assistant	
Job Evaluation Number	B572

JOB DESCRIPTION

Job Title: Administrative Support Assistant	Location: Various (see advert)
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: Administrative Support Officer	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: Contributes to the provision of a comprehensive and flexible administrative support and secretarial service to the Local Police Area (LPA) or OCU (Operational Command Unit).

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. Receives and assesses incoming mail / phone calls for the LPA / OCU, responds to routine matters or redirects / raises to the attention of the LPA / OCU Commander or appropriate member of the LPA / OCU management team; completes, often sensitive and confidential, administrative tasks (e.g. typing, taking minutes, record keeping, telephone / email messages, answering routine queries, arranging appointments, travel, accommodation, etc).
2. Provides support to the Administrative Support Officer by maintaining retrieval systems, personal information of LPA / OCU Commander's direct line reports, and induction information, arrangements for new starters, transfers to the LPA / OCU (e.g. issue ID cards, take ID photos, administration of fobs, provide a postal service, pocket books, point of contact for authorisation of pool and hire cars, forward fixed penalty notices to fixed penalty unit for processing, issue and managed fuel card).
3. Receive and dispatch uniform and equipment to officers (including surrender) and ensure all equipment is logged; provide a local point of contact for faults and meter readings for photocopiers / printers and general equipment, booking laptops, equipment issue and stock levels, delivery and despatch of goods.
4. Contribute to resilience within the LPA / OCU by fully supporting the Administrative Support Officer in making best use of administrative resources by:
 - Signposting staff to use various systems to order and, as appropriate, manage equipment.
 - Scrutinising the operating of systems to identify if there is a more cost effective way to use resources.
 - Coordinating orders from Force stores, local requisitioning of supplies, receipt and stock control and inventory, oversee receipt and dispatching of uniform to officers - including uniform and equipment surrender, manage kit lockers.
5. Manages day-to-day queries in relation to the car parking policy, raise requisitions for equipment for patrol cars, deals with queries in relation to police officer parking tickets and ensures facts are appropriately and accurately researched.
6. In line with Force Financial Regulations, assisting with the administration of cash, banking and allocated maintenance tasks.
7. Maintain administration of personal files and, when commissioned, retrieve information from paper files.

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8. Maintain the complaints database and, as allocated, provide administrative support.

Additional Comments: The allocation of time to each key result area listed above will vary for an Apprentice within this role as they will be expected to spend approximately 20% of their time undertaking development, including time spent completing the Apprenticeship in Business Administration apprenticeship

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:

First point of contact for internal and external customers to the LPA/OCU/Department and to provide support for LPA/OCU Commander and their management teams. The post holder will be required to take minutes of meetings which may be confidential and technical in nature in support of LPA/OCU/Department and sometimes Force meetings (e.g. Daily Management Meetings, H&S Meetings). Attendees may include LPA/OCU/Department Senior Managers, members of other Partner agencies (e.g. council). The post holder will be required to multi-task and prioritise work activities and will be key to ensuring the stations are equipped with stationery and other resources.

Will also work with others in similar roles to provide cover/resilience for times of temporary abstraction (e.g. cover for annual leave).

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.

Fully competent

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education, RSA II or equivalent, excellent literacy and numeracy skills, and the ability to take minutes with good communication skills at all levels (e.g. NVQ L1 in Administration / Customer Services or proven experience in a similar environment).	E
2. Proven interpersonal skills and the ability to promote professional working relationships with personnel at all levels. This skill will have been developed in a demanding office environment where they will have regularly demonstrated discretion, tact and diplomacy, multi-tasking, enthusiasm, initiative, and flexibility.	E
3. Proven ability to work to deadlines, handle diverse information, manage a substantial workload and solve problems with a minimum of supervision.	E
4. IT literate with experience in MS Applications; proven ability to manipulate data from a variety of sources and databases and willing to learn new technology, databases and systems.	E
5. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner.	E
6. Knowledge of policing policies and procedures.	D

Apprentice

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
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1. Good standard of education with a minimum of 4 GCSEs grades A-C/9-4 or equivalent including English and Maths	E
2. Committed to achieving an Apprenticeship in Business Administration.	E
3. Good interpersonal skills with the ability to communicate clearly and professionally with a wide variety of people.	E
4. Ability to organise and prioritise workloads and work to deadlines.	E
5. Keyboard skills with the ability to operate a variety of computer applications, including Microsoft Office Word and Excel.	E
6 Excellent attention to detail and ability to proof check own work prior to completion	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner.	E