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| Job Title: MAPPA Administrator | |
| Job Evaluation Number | B145 |

JOB DESCRIPTION

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| Job Title: MAPPA Administrator | Location: HQ North |
| Job Family: Business Support | Role Profile Title: BB2 Police Staff |
| Reports To: MAPPA Coordinator | Band level: 2E |
| 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 administrative support within a multi-agency setting in line with National MAPPA guidance and Thames Valley Strategic Management Board objectives.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects 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. Complete all administration tasks required to organise MAPPA meetings including planning, preparing and minute taking. Ensure all actions are accurately recorded, distributed and updated. Provide administrative support for other meetings as required.

2. Provide administrative support for MAPPA including filing, dealing with internal / external phone calls, emails and other tasks as directed. Ensure effective administration of referrals into MAPPA from across a range of agencies in line with National MAPPA guidance.

3. Ensure the principles of information sharing, and confidentiality are maintained as outlined in Data Protection Act legislation, MAPPA guidance, and agency policy.

4. Establish and maintain effective lines of communication with internal and external partner agencies whilst managing links with other Forces both regionally and nationally.

5. Ensure that accurate information / data is entered and maintained on all relevant computer systems and spreadsheets

6. Assist in training programmes including those for MAPPA Administrators and MAPPA Chairs.

Additional Comment: the role holder may be required to support other administrative tasks as directed.

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 MAPPA Administrator is a busy role; demand increases on the role as offender numbers increase.

MAPPA Administrators are in regular communication with staff / officers, of varying seniority, from all agencies involved in MAPPA.

A wide range of cases will be dealt with, including some of a sensitive and/or distressing nature. The role holder will therefore require strong levels of personal resilience.

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Once the MAPPA Administrator is competent in their role they may be required to assist in delivering basic levels of training to multi-agency police staff / police officers.

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. Good standard of education with GCSEs (Grade 9-1/A-C) or Key Skills level 2 or equivalent in English and Maths. | E |
| 2. Proven experience of working in a busy office environment or equivalent. Must possess excellent personal organisation skills and time keeping skills. Ability to maintain a high level of attention to detail whilst working under pressure. Willingness to undertake and develop minute taking skills. | E |
| 3. Ability to understand MAPPA processes and associated legislation, Force policy and National standards. | E |
| 4. Proven IT skills including typing and working knowledge of MS Office applications, notably Word, Excel, PowerPoint, along with a willingness to learn other packages. Willingness to learn existing or new TVP systems | E |
| 5. Excellent interpersonal skills in order to liaise professionally and assertively with internal and external customers, including senior managers. | E |
| 6. Proven ability to work as part of a team with minimum supervision. Ability to use own initiative. | E |
| 7. Ability to show resilience to disturbing and confidential materials. | E |
| 8. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. * | E |
| 9. Understanding of policing, law, criminal justice would be an advantage. | D |
| 10. Experience of minute taking. | D |
| Additional comments: * working hours and level of flexibility are specific to each role and will be discussed at interview as will their ability to attend different sites of work. | |