

Job Title: Administrative Support Officer (CTPSE)	
Job Evaluation Number	C087

JOB DESCRIPTION

Job Title: Administrative Support Officer (Counter Terrorism Policing South East (CTPSE))	Location: Various locations within the South East Region
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: National Capability Support Staff Officer	Band level: 3G
Staff Responsibilities (direct line management of): ASA (CTP SE) – dependant on location	

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 and flexible administrative support and confidential secretarial services to the Counter Terrorism Police South East (CTPSE) and with specific assistance given to the Assistant Chief Constable - regional lead for the South East Regional Organised Crime Unit (SEROCU) and CTPSE, Head of CTPSE, Head of Business Support for CTPSE & SEROCU, plus Heads of: HUMINT; Investigations; Intelligence; Security, Compliance and Assurance; Prevent; Protect and Prepare (referred to as SLT below)

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. Ensure the smooth running of the office by leading the management and co-ordination of incoming calls and all written and electronic correspondence for SLT. Manage SLT inboxes and respond on their behalf on routine matters and straightforward correspondence. Produce draft replies, against guidelines for more complex issues, and notify the SLT members of any matters requiring urgent attention; liaise with police officers and staff to obtain information, undertake research and provide information and /or presentation materials.

2. Co-ordinate and manage 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. Quality assure documents provided. Attend meetings throughout the SE Region (Thames Valley, Surrey, Sussex, Hampshire and Kent), London and elsewhere in the national CT/ROCU networks, taking accurate and confidential minutes, then prepare and distribute them.

3. Deliver an effective administrative and secretarial support service for the SLT by ensuring time and personnel resources are prioritised in a way to meet objectives and requirements of senior management by planning and distributing work fairly and according to capacity, relevant knowledge and skills. This will include negotiating support from other teams in multiple locations across regional forces and within the national ROCU and CTP networks. Use resources responsibly and in accordance with relevant policies.

4. Plan short, medium and long term in response to developing events/priorities. Manage the Rewards and Recognition process and other ceremony related commitments. Co-ordinate and manage events and official visits without supervision e.g. Ministerial visits, Rewards and Recognition ceremonies, CTPSE annual conference.

5. Manage completion of activities and tasks at all levels e.g. delivery of action plans, ensuring outcomes are delivered to a high-quality standard within required timeframe. Create reports, briefings and presentations when tasked. Ensure completion of delegated tasks, including the acquisition of information, provision of updates, and collation of information for the briefing of senior managers.

Job Title: Administrative Support Officer (CTPSE)	
Job Evaluation Number	C087

6. Provide diary management for SLT to ensure effective timetabling and co-ordination of activities, ensuring a continuing high level of assistance to the SLT at all times, including work in relation to National portfolio responsibilities. Use initiative and personal resilience to deliver quality outcomes and support others to do the same.

7. Manage all administrative processes within the office and provide a local point of contact for all staff and visitors. Coordinate SLT fleet/hire car management. Coordinate and prepare the SLT on-call rota. Manage training and conference attendance requests for the SLT through the training and procurement teams. Ensure notification on Gifts and Gratuities is sent for inclusion on the Register held by Professional Standards Dept. Liaise with CTPSE Procurement on ordering sundries and supplies, including travel and accommodation.

8. Contribute and lead on ad hoc pieces of work and specific tasks e.g. recruitment processes for senior management, participating in regional training exercises, making all arrangements for hosting locally held events (e.g. national/regional meetings, and workshops), liaising with relevant internal and external stakeholders. Assist with preparations for HMIC and other Inspection frameworks. Provide resilience to other roles in the departmental structure in relation to specific tasks during times of temporary abstraction as appropriate.

9. Manage allocation of workloads for the Administrative Support Assistants. Develop, direct and manage the Administrative Support Assistants by providing advice, support and guidance to ensure their effective performance, career development and welfare. Responsibility for recruitment of staff to the team, induction and training of new staff 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:

The role holder will be required to take minutes of meetings of a complex, confidential and often technical nature in support of meetings (e.g. Strategic National & Regional meetings, operational groups, internal audit framework meetings, change programme boards, and other strategic level meetings). This will include managing and having access to confidential operational and sensitive material. The post-holder may also be required to take minutes of staff disciplinary/misconduct meetings, unsatisfactory performance and/or attendance or grievance meetings. Accuracy and clarity of notes taken is crucial. Attendees will include Chief Officers, PCC members, senior members of other police forces and agencies (e.g. CTPHQ, Home Office and other Government agencies).

The role holder will need to possess excellent organisational awareness and negotiating / influencing skills whilst understanding the demands of the Unit and the respective internal and external stakeholders. The CTPSE SLT have complex and challenging schedules to manage and the associated work will require prioritisation in a fast paced environment.

The post holder will be required to manage minor complaints and escalation procedures and will be the first point of contact for internal and external customers to the Department.

The role holder will be required to provide administrative support for major incidents / Counter Terrorism Operations as required in order to ensure resilience. This may be required with minimal notice so flexibility in working practices is desirable

The role holder will need to develop a full understanding of the two units they are supporting including the respective operating frameworks and processes, managing political sensitivities and providing a filtering service for contact SLT across the departments.

Job Title: Administrative Support Officer (CTPSE)	
Job Evaluation Number	C087

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. A confident communicator at all levels with excellent literacy and numeracy skills; significant professional administrative experience, with a proven ability to take minutes. Educated to A Level, NVQ Level 3 or equivalent with proficient keyboard skills.	E
2. Proven interpersonal and communication skills which can be adapted to all levels of the organisation. The ability to present information clearly and persuasively to internal and external audiences. These skills 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 minimum supervision.	E
4. Proven ability to act with integrity whilst managing confidential and sensitive information appropriately	E
5. Excellent IT skills: ability to use Excel, Word, PowerPoint and Outlook to a high standard; proven ability to manipulate data from a variety of sources and databases and willingness to learn new technology, databases and systems.	E
6. Must have capability to travel to different locations across and outside the region to support regional and national meetings and undertake all assignments in a timely manner.	E
7. Knowledge of policing policies and procedures.	D
8. Recent experience of managing staff, monitoring welfare and managing performance.	D