

Job Title: Admin Support Officer (G&SI)	
Job Evaluation Number	C052

JOB DESCRIPTION

Job Title: Admin Support Officer (G&SI)	Location: HQ South
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: C/Supt Head of Dept	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: comprehensive and flexible administrative support and confidential secretarial services to the Governance, Change & Service Improvement Department, with specific assistance given to the Head of Department and Senior Management Team

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. Prepare files and other papers for meetings, review actions obtaining background papers and other appropriate information; attend meetings, taking accurate and often confidential minutes, then prepare and distribute them.

2. Ensure completion of delegated tasks, including the acquisition of information, provision of updates on projects, and collation of information for the briefing of senior managers; provide resilience to other roles in the Level 1 departmental structure in relation to specific tasks during times of temporary abstraction as appropriate.

3. Respond on behalf of HOD/SMT on routine matters and straightforward correspondence, manage incoming calls and e-mails as appropriate. Produce draft replies, against guidelines for more complex issues, and notify the Head of Department / SMT of any matters requiring urgent attention; liaise with police officers and staff to obtain information, undertake research and provide information and /or presentation materials including the use of PowerPoint.

4. Ensure the smooth running of the office by managing the diary and the effective timetabling and co-ordination of activities, e.g. ensures the appropriateness of arrangements for meetings, travel, accommodation and events, greets guests / visitors both internal and external to the Organisation and assists with a variety of projects within the portfolio and guidelines provided by the Head of Department.

5. Make all arrangements for hosting local events (e.g. local recognition/commendation ceremonies, events involving partner organisations or Local Authorities, etc.) liaising with relevant internal and external stakeholders; make all arrangements for the effective delivery of operating frameworks across the department i.e. corporate governance framework, internal audit framework and transformational change framework; assist in preparations as part of the HMIC Inspection framework.

6. Provide a local point of contact for:

- signposting staff to use various systems to order and, as appropriate, manage equipment.
- on behalf of the Department, liaise with Force Procure to Pay team on ordering sundries and supplies, including travel and accommodation; and with Finance in management of spend against budget codes.
- induction information and arrangements for new starters / transfers to the Department (e.g. ID cards and photos, administration of fobs).
- post room, pool / hire cars, fuel cards.

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- faults (e.g. photocopiers / printers) and general equipment, booking laptops, equipment issue and stock levels, delivery and despatch of goods.
- Conference requests – obtaining HOD approval, ascertain whether training budget and booking.
- Departmental wide e-mails and sending out appropriate e-mails on behalf of HOD and senior managers.

7. Update the Department website as requested by HoD / SMT, and manage access to and files stored in shared access folders e.g. Livelink.

8. Provide administrative support as part of a Shared Service for major incidents/Gold Operations as required in order to ensure resilience.

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:

Will be required to take minutes of meetings of a complex, confidential and often technical nature in support of Force, bi / tri-lateral and sometimes regional meetings (e.g. Strategic Governance planning meetings, operational groups, internal audit framework meetings, change programme boards, and other strategic level meetings). 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 Agencies (e.g. HMIC, Crown Prosecution Service etc). 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 post holders will be required to provide support when required at times of peak abstractions to the Corporate Strategy Researchers and Project Support Officers.

The post holder will be required to work on their own initiative with limited supervision supporting HOD / SMT members with a large and varied programme of projects.

Will need to develop a full understanding of the four units they are supporting and their respective operating frameworks / processes, managing political sensitivities and providing a filtering service for contact with the senior staff across the department.

Numerous telephone and email enquiries, letters and memorandums produced, complex documents, PowerPoint presentations and diagrams, meetings arranged, minutes produced and distributed.

Equipment:
MS Word, MS Excel, PowerPoint, PeopleSoft
Audio equipment
Laptop
Video-conferencing

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.

The knowledge or skills required in the role are as follows:	E/D
1. A confident communicator at all levels with good standard of education (excellent literacy and numeracy skills); significant professional administrative experience, with a proven ability	E

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to take minutes having attained RSA III or equivalent and may be working towards or attained NVQ Customer Service level 2 or equivalent.	
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 minimum 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
7. Experience of managing shared access folders e.g. Livelink, and updating web-pages.	D