

## JOB DESCRIPTION

<b>Job Title:</b> Neighbourhood Policing Administrator	
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Neighbourhood Inspector Neighbourhood Sergeant	<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 support to enable the front line delivery of neighbourhood policing: working with internal and external stakeholders towards effective community engagement, consultation, problem solving and communications methods to enable access to information as appropriate.

b. **KEY ACCOUNTABILITY AREAS:** Defines 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. Provide administrative support to the NHP teams to ensure that that their patrol time is maximised.
2. Promote, quality assure and deliver a range of communications – using a variety of methods *including* Community Messaging, monthly updates and contributions to other local publications.
3. Maintain accurate information about the NH team and their activities on internal and external website, working with colleagues to publicise and promote Neighbourhood Policing.
4. Support, subject to the level of need in the LPA, a range of consultation and engagement activities by means of advance planning, preparation and communicating outcomes, ensuring that that information and materials are made available to the NHP teams and others as required.
5. Liaise with the LPA volunteering co-ordinator to support and promote the recruitment and use of volunteers.
6. Work in partnership with colleagues in support of the LPA, including Neighbourhood Watch, Crime Reduction, Licensing.
7. To act as single point of contact for Community Safety Partners and Neighbourhood Action Groups, subject to level of need in the LPA.

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:**

Expectations of partners (internal and external) will need to be managed for the same reasons.

Flexibility will be required in terms of servicing meetings out of normal office hours – and with due consideration of the costs (time off in lieu / travel etc).

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. High level of interpersonal skills developed in a customer service setting.	E
2. Effective communicator both in writing and orally.	E
3. ICT literate and competent in the use of Microsoft Office applications including Word, Excel & Outlook.	E
4. Able to work with minimum supervision.	E
5. Able to organise and prioritize work and work within clear timescales.	E
6. Able to work in a secure and confidential environment.	D
7. Understanding of Neighbourhood Policing in context of wider policing and community safety partnerships.	D
8. Flexibility in hours of duty and travel to different locations.	D
<b><i>Additional Comment:</i></b> Role holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.	