

Job Title: PSD Admin Support Assistant	
Job Evaluation Number	5830169

## JOB DESCRIPTION

<b>Job Title:</b> PSD Admin Support Assistant	<b>Location:</b> HQ South
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Service Recovery Manager	<b>Band level:</b> 2D
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Define the role, put simply, why it exists.

**The overall purpose of the role is to:** Provide an efficient, timely response in respect of matters pertaining to dissatisfaction with the police service. Provide a quality administrative support to the Professional Standards Department.

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. Receive and assess incoming mail / phone calls / emails, maintaining and logging the details on the Centurion database as appropriate to ensure an accurate and accessible source of management information in accordance with regulations / current procedures. Disseminate correspondence accordingly and in a timely manner.
2. Provide guidance in respect of enquiries regarding areas of business managed by the Professional Standards Department. Signpost individuals to where information can be found in respect of Business Interests, Disclosable Associations, Gifts and Gratuities, Inappropriate behaviour etc.
3. Provide appropriate timely response to the public in respect of cases of dissatisfaction including identifying and researching various databases.
4. Generate and disseminate appropriate correspondence to complainants and LPA/OCU staff.
5. Booking in and dissemination of reports received from Investigating Officers / LPA's/OCU's.
6. Track and chase outstanding cases through liaison with the appropriate LPA/OCU.
7. Quality Assure and finalise cases including the dissemination of appropriate correspondence to complainants and staff.
8. Take responsibility for stationary orders, travel bookings etc. for the department. Raising and receipting purchase orders in liaison with the Finance department.
9. Support the Misconduct Proceedings Manager role at discipline hearings by looking after members of the public who are called as witnesses. Provide advice and support to the witnesses in person.

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:**

There are no direct line reports to this post, although the post plays a guiding, supporting, and coaching role for staff on area.

Requires direct contact with the public, other forces, IOPC and LPA/OCU staff.

d. **CHARACTERISTICS OF THE ROLE**

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**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. Good standard of education including excellent numeracy, literacy.	E
2. Recent experience of working with computer applications, including databases, Microsoft word, Excel or equivalent with willingness to learn new programmes.	E
3. Excellent written and oral communication skills with an ability to communicate at all levels of the organisation and externally with the public and partner agencies.	E
4. Good organisational skills with ability to work under pressure and meet deadlines including an ability to use own initiative and work in a methodical manner.	E
5. Knowledge of relevant TVP IT computerised databases.	D
6. Knowledge of legislation in relation to complaints and conduct matters including related procedures.	D