

Job Title: Regional Duties Assistant	
Job Evaluation Number	C184

## JOB DESCRIPTION

<b>Job Title:</b> Regional Duties Assistant	<b>Location:</b> CTP SE
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Regional Duties Planner	<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:** effectively and efficiently prepare and update information about the deployment of police and staff resources within the regional collaborated forces (counter terrorism and organised crime) using the Duties Management System in line with force policy and relevant legislation.

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. Update computerised systems to monitor the availability of staff rostered for duty and when necessary, amend and update duty rosters to reflect changing circumstances (e.g. court appearances, training, leave). Negotiate with officers and managers to publish and circulate changes promptly to ensure departments respond effectively.
2. Respond to telephone and email queries providing advice, guidance, and training where required. Answer queries to duties-related queries, from police officers and staff at all levels to ensure compliancy with legislation and policy. Deliver high standards of customer service whilst maintaining resilience within the region.
3. Maintain and update relevant IT systems to provide accurate and up-to-date records of annual leave, rest days, bank holidays, overtime, etc. in order to ensure management awareness of resource availability.
4. Provide timely management information to the Head of Unit and Senior Management Team to identify issues (e.g. TOIL and Working Time Regulations) and make recommendations for improvements including the effective use of the overtime budget and possible savings.
5. Update relevant IT systems for new employees and those leaving the regional unit to ensure access / permissions are current, up to date and accurate.

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 role holder will be required to develop and maintain a working knowledge relating to shifts, systems and requirements for resources.

Will interact with all ranks of police officers / police staff to seek, provide and clarify in support of duty production and resource allocation.

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Works as part of a small team in partnership with the Regional Duties Planner to provide support for CTP SE & SEROCU, having the ability to influence the effectiveness of regional working and resilience. Because of the nature of regional working, the role holder may be required to occasionally travel within the region.

The role holder will be required to be sensitive to the specific arrangements for CTP SE & ROCU in relation to security and confidentiality, recognising the nature of the work carried out by the unit and some of the schemes, policies and practices that are distinct from Local Police Areas.

#### 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. Computer literate with experience in the use of MS Office including Excel and other packages and an aptitude to learn new systems.	E
2. Proven administrative skills, ideally with experience following and contributing to policies / procedures, and of managing personal information in a professional manner.	E
3. Flexible and determined approach to problem solving with excellent attention to detail in order to maintain accurate personal records	E
4. Good standard of education with GCSEs (Grade 9-4/A-C) or Key Skills level 2 or equivalent in Literacy and Numeracy.	E
5. Excellent communication skills, written and oral.	E
6. Must have capability to travel to different locations across the South East Region and undertake all assignments in a timely manner, being available to work flexibly where required.	E
7. Knowledge and understanding of Working Time Regulations, police regulations and police staff conditions of service.	D
8. Experience of working in a similar environment, e.g. in policing	D