

Job Title: Administrative Support Officer (CTP SE/SEROCU)	
Job Evaluation Number	C087

JOB DESCRIPTION

Job Title: Administrative Support Officer (CTP SE/SEROCU)	Location: Various locations within the South East Region
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Lead ASO (CTP SE/SEROCU)	Band level: 3F
Staff Responsibilities (direct line management of): ASA (CTP SE/SEROCU) – 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 (CTP SE) and Regional Organised Crime Unit (ROCU) with specific assistance given to the Assistant Chief Officer (ACC), Heads of CT & ROCU and their Senior Management Teams

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. Manage SLT diaries to ensure effective timetabling and co-ordination of activities, allocation of workloads of the Administrative Assistants ensuring the provision of a high quality customer focussed service to both internal and external customers of the South East Region.

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

3. Respond on behalf of the Senior Leadership Team (SLT) 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 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 including the use of PowerPoint.

4. Provide a local point of contact for:

- signposting staff to use various systems to order and, as appropriate, manage equipment.
- liaise with Business Support Procure to Pay team on ordering sundries and supplies, including travel and accommodation; and with Finance in management of spend against budget codes.
- Oversea induction arrangements for new senior management starters / transfers to the Department (e.g. ID cards and photos, administration of fobs).
- Gifts and Gratuities ensuring notification sent to Register held by Professional Standards Dept
- 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.

5. 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 departmental structure in relation to specific tasks during times of temporary abstraction as appropriate.

6. Make all arrangements for hosting local events (e.g. regional meetings, and thematic workshops) liaising with relevant internal and external stakeholders; including assist in preparations as part of the HMIC and other Inspection frameworks

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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 meetings (e.g. Strategic National & Regional 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, NPCC, Home Office and other Government agencies).
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.
Provide administrative support as part of a Shared Service for major incidents / Counter Terrorism Operations as required in order to ensure resilience.
Will need to develop a full understanding of the two units they are supporting and their respective operating frameworks / processes, managing political sensitivities and providing a filtering service for contact with the senior staff (Superintendants) across the departments.
Will manage telephone and email enquiries, produce letters and complex documents, PowerPoint presentations and minute for meetings to agreed timescales.
Contacts: Chief Officers in Regional and National Forces, PCC offices, National bodies including NPCC, Home Office and other Government Departments.

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 to take minutes having attained RSA III or equivalent and may be working towards or attained NVQ Customer Service level 2 or equivalent.	E
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. Recent experience of managing staff, monitoring welfare and managing performance.	E
4. Proven ability to work to deadlines, handle diverse information, manage a substantial workload and solve problems with minimum supervision.	E
5. 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
6. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner.	E
7. Knowledge of policing policies and procedures.	D