

Job Title: Administrative Support Officer (Tasking & Resilience)	
Job Evaluation Number	B854

JOB DESCRIPTION

Job Title: Administrative Support Officer (Tasking & Resilience)	Location: HQ South
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Head of Department, Tasking & Resilience	Band level: 3F
Staff Responsibilities (direct line management of): Nil	

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

Provision of a comprehensive, flexible, efficient and effective support service, often of a highly confidential nature, to the Head of Department/SMT within the Tasking & Resilience 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. As allocated:
 - Prepares files and other papers for meetings, reviews actions obtaining background papers and other appropriate information.
 - Attends meetings, takes accurate and often confidential minutes (this may include Gold operations), prepares and distributes them.
 - Ensures completion of delegated tasks at all levels, this includes the acquisition of information, provision of updates on projects, and collation of information prepared by staff for the briefing of senior managers.
2. Respond and resolve queries notifying the Head of Department or member of the 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
3. Provides the diary management for the SMT 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
4. Undertake a variety of administrative routines without supervision and assist with a variety of programmes and projects within the portfolio and guidelines provided by the Head of Department or SMT member.
5. Applying service level protocols, screens incoming calls and mail, as appropriate, deals with queries and enquiries within established guidelines or refers callers appropriately.
6. Responds on behalf of the Head of Department/SMT on routine matters and straightforward correspondence; produces draft replies, against guidelines, for more complex issues.
7. In line with Force financial regulations, responsible for the ordering of stationery and equipment. Main point of contact with Force Procure to Pay Team; to ensure value for money, responsible for scrutinising systems and reviewing processes for accuracy and any rationalisation.

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

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in support of both Force and sometimes regional meetings (e.g. Personal Protective Clothing Committee, Strategic Resource and Resilience Programme Boards, Gold and other strategic level meetings). Required to take minutes and provide full administrative support ie room bookings etc to more operational meetings e.g. Force DMM, critical incident management etc. The post holder may also be required to take minutes of staff disciplinary/misconduct meetings, unsatisfactory performance and/or attendance or grievance meetings. Therefore accuracy and clarity of notes taken is crucial. Attendees may include ACPO Officers, PCC members, senior members of other external Agencies. Will be the first point of contact for internal and external customers to the Department.

Will be required to work on own initiative, with limited supervision in supporting the Head of Department/SMT with a large and varied programme of change projects to meet the Force Delivery Plan. Will be required to prepare papers, documents, chase actions, complete research, update decision logs, plan agendas, invite attendees and book appropriate accommodation to ensure the smooth running of the programme of change.

This position requires a full understanding of the role and methods of operation of the Head of Department/SMT and a good general understanding of the organisation. The emphasis is on the provision of a smooth, efficient, professional all round administrative service rather than the more technical secretarial skills.

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 experiential specialised training, and/or professional or specialist education and training

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. A confident communicator at all levels with good standard of education (excellent literacy and numeracy skills); 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. Proven ability to work to deadlines, handle diverse information, manage a substantial workload and solve problems with minimum supervision.	E
4. Proven ability to work on own initiative with recent experience in accuracy of data, proven skills in problem-solving, planning, prioritising and organising workloads and events with the ability to influence at the appropriate level to ensure relevant processes are maintained and agreed disciplines are followed.	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. Proven ability to provide a high level of service to customers, maintaining contact and communicating their needs clearly.	E
7. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner.	E
8. Knowledge of policing policies and procedures.	D