

Job Title: Administrator (CTP SE)	
Job Evaluation Number	B338

## JOB DESCRIPTION

<b>Job Title:</b> Administrator (CTP SE)	<b>Location:</b> Counter Terrorism Policing South East (CTP SE)
<b>Job Family:</b> Operational Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Holmes Office Manager (CT)	<b>Band level:</b> 2D
<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 an efficient administrative support, including, word processing, preparing tape summaries and other clerical service dealing with confidential material relating to terrorist incidents in support of the CTP SE.

- 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. Undertake typing of statements, reports, documents, and messages onto the CT HOLMES system as required, to a high degree of accuracy, in compliance with HOLMES conventions and to meet priorities and deadlines.
2. Provide a word processing, tape summarising and full transcription service to the Investigations Team, producing text from hand written evidential documents, other documentation and transcribing tapes, CD/DVD and other media to meet the required standards of accuracy within agreed time-scales.
3. Ensure the security and confidentiality of all operational information and information relating to victims, witnesses and staff are maintained at all times.
4. Compose, type and send out routine letters, or prepare more complex correspondence for approval by superior. Terms may be technical or complex; adjusts spelling, punctuation and grammar as appropriate.
5. Scanning of documents on to the ALTIA system for inclusion into the HOLMES database.
6. Effectively manages personal interface with public complainant(s), customers and workforce by screening telephone calls; answering routine questions, taking messages and may refer caller(s) to an alternative source when necessary.
7. Maintains office diary, arranges appointments, maintain duties sheet, meetings, travel and accommodation, as specified by line manager(s). Manages email box (MS Outlook); understanding the significance and organisational structure and ensures appropriate documentation is available.
8. Undertakes low level research – comparative work (visits form other Forces, vehicle hire, overnight accommodation, etc).
9. May undertake work for those within the department, other than the head of investigations.

- 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:**

Being able to work independently and dealing with difficult customers.

Prioritising and time management; e.g. 20-30 compound emails per day and deferment of potential challenging callers (remote or in person).

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No direct budgetary responsibilities.

**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:</i></b>	<b><i>E/D</i></b>
1. Good standard of education.	E
2. Proven inter personal / communication skills developed in a demanding office environment demonstrating discretion, tact and diplomacy.	E
3. Proven ability to work on own initiative and prioritise with excellent time management skills.	E
4. Relevant and recent experience of maintaining good professional working relationships with personnel at all levels.	E
5. Proven ability to communicate clearly and concisely at all levels; negotiate and influence.	E
6. Good IT literacy and ability to learn new packages including CT Holmes.	E
7. The nature of the role can be unpredictable; e.g. critical incident, sudden abstraction of team to other CT operations; therefore, it is essential that the successful applicant is willing to train towards achievement of appropriate courses (e.g. HOLMES/ OIS enquiry, CIS, PNC enquiry).	E
8. Ability to work flexible hours on occasions to suit the requirements of the department.	D
<b><i>Additional comments:</i></b> ➤ Training to use CT Holmes system will be provided by way of a non- residential course	