

Job Title: Administrative Support Assistant	
Job Evaluation Number	B572

## JOB DESCRIPTION

<b>Job Title:</b> Administrative Support Assistant	<b>Location:</b> Various (see advert)
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Administrative Support Officer	<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:** Contributes to the provision of a comprehensive and flexible administrative support and secretarial service to the Local Police Area (LPA) or OCU (Operational Command Unit).

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

<b>The key result areas in the role are as follows:</b>	<b>% time</b>
1. Receives and assesses incoming mail / phone calls for the LPA / OCU, responds to routine matters or redirects / raises to the attention of the LPA / OCU Commander or appropriate member of the LPA / OCU management team; completes, often sensitive and confidential, administrative tasks (e.g. typing, taking minutes, record keeping, telephone / email messages, answering routine queries, arranging appointments, travel, accommodation, etc).	35
2. Provides support to the Administrative Support Officer by maintaining retrieval systems, personal information of LPA / OCU Commander's direct line reports, and induction information, arrangements for new starters, transfers to the LPA / OCU (e.g. issue ID cards, take ID photos, administration of fobs, provide a postal service, pocket books, point of contact for authorisation of pool and hire cars, forward fixed penalty notices to fixed penalty unit for processing, issue and managed fuel card).	15
3. Receive and dispatch uniform and equipment to officers (including surrender) and ensure all equipment is logged; provide a local point of contact for faults and meter readings for photocopiers / printers and general equipment, booking laptops, equipment issue and stock levels, delivery and despatch of goods.	15
4. Contribute to resilience within the LPA / OCU by fully supporting the Administrative Support Officer in making best use of administrative resources by: <ul style="list-style-type: none"> <li>• Signposting staff to use various systems to order and, as appropriate, manage equipment.</li> <li>• Scrutinising the operating of systems to identify if there is a more cost effective way to use resources.</li> <li>• Coordinating orders from Force stores, local requisitioning of supplies, receipt and stock control and inventory, oversee receipt and dispatching of uniform to officers - including uniform and equipment surrender, manage kit lockers.</li> </ul>	15
5. Manages day-to-day queries in relation to the car parking policy, raise requisitions for equipment for patrol cars, deals with queries in relation to police officer parking tickets and ensures facts are appropriately and accurately researched.	5
6. In line with Force Financial Regulations, assisting with the administration of cash, banking and allocated maintenance tasks.	5
7. Maintain administration of personal files and, when commissioned, retrieve information from paper files.	5

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8. Maintain the complaints database and, as allocated, provide administrative support.	5
<b><i>This activity is specific to Milton Keynes LPA only:</i></b> 9. Manage Captor lockers, issue, replacement and surrender, ensuring paper records and spreadsheets are updated, as allocated provide administration support.	

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

<b><i>Further Comments:</i></b>
First point of contact for internal and external customers to the LPA/OCU/Department and to provide support for LPA/OCU Commander and their management teams. The post holder will be required to take minutes of meetings which may be confidential and technical in nature in support of LPA/OCU/Department and sometimes Force meetings (e.g. Daily Management Meetings, H&S Meetings). Attendees may include LPA/OCU/Department Senior Managers, members of other Partner agencies (e.g. council). The post holder will be required to multi-task and prioritise work activities and will be key to ensuring the stations are equipped with stationery and other resources.
Details of the size of role are as follows: No of sites covered = vary between 3 and 15, area of sites covered = vary between 14,825 and 1540 square miles, quantity of cash handled = varies between 17.72% and 0.79% of the total cash banking Forcewide and number of customers will vary. Volume of administration - letters, memos, reports, etc 50+ per week / emails/telephone messages 100+ per week, etc.
Will also work with others in similar roles to provide cover/resilience for times of temporary abstraction (e.g. cover for annual leave).

#### 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, RSA II or equivalent, excellent literacy and numeracy skills, and the ability to take minutes with good communication skills at all levels (e.g. NVQ L1 in Administration / Customer Services or proven experience in a similar environment).	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 a minimum of supervision.	E
4. 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
5. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner.	E
6. Knowledge of policing policies and procedures.	D

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**Problem Solving:** All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

***The problems that have to be dealt with in carrying out this role include:***

1. Responding to demands and agree priorities with Administrative Support Officer as required.

**Planning:** Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

***The role involves the following planning activities:***

1. Planning and prioritising work activities – high variety of administrative activities to be completed to different timeframes

**Freedom to Act:** Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

***The degree to which the role provides freedom to act is as follows:***

1. Some autonomy in terms of self-direction, managing time and ordering priorities but may need to seek direction from line manager to resolve conflicting priorities
2. Needs to be methodical and meticulous in record keeping with the ability to work without close supervision

**Interpersonal skills:** Describes the ways in which the job relates to people and uses interpersonal skills.

***The role involves exercising interpersonal skills as follows:***

1. Working with staff at all levels within LPA/OCU/Department and other internal and external stakeholders to build effective relationships and provide efficient and effective administrative support service.
2. Daily contact with LPA/OCU/Department teams and supervisors can be expected.

**Communicating:** Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

***The role involves communicating to people as follows:***

1. Providing and exchanging information by phone, reports, emails.
2. Accurate recording of outcomes of meetings.
3. Facilitate communication between LPA/OCU/Department teams and other stakeholders.