

Job Title: Administrative Support Officer	
Job Evaluation Number	B571

JOB DESCRIPTION

Job Title: Administrative Support Officer	Location: Various (see advert)
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: LPA/OCU Commander or Head of Department	Band level: 3F
Staff Responsibilities (direct line management of): Administrative Support Assistant(s)	

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

The overall purpose of the role is to: Provision of a comprehensive and flexible administrative support and confidential secretarial service to the Local Police Area (LPA), OCU (Operational Command Unit) or Department, with specific assistance given to the Local Police Area Commander/OCU Commander/Head of Department and senior managers.

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:	% time
1. As allocated: <ul style="list-style-type: none"> • 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. 	20
2. Respond and resolve queries, notifying the LPA / OCU Commander or Head of Department 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.	20
3. First point of contact for all complaints handling with responsibility to ensure a swift resolution within specific timescales.	20
4. Ensures the smooth running of the office by managing the diary 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 and assists with a variety of projects within the portfolio and guidelines provided by the LPA / OCU Commander or Head of Department.	15
5. Make all arrangements for hosting local events (e.g. local recognition/commendation ceremonies, events involving partner organisations or Local Authorities, etc) liaising with relevant internal and external stakeholders.	10
6. In line with Force Financial Regulations, responsible for the management of local petty cash , receipt and recording of seized cash, all cheques and monies received at the station, and reconciling of cash with receipt books; banking, where appropriate.	5
7. Ensure LPA / OCU / Department is making best use of administrative resources by: <ul style="list-style-type: none"> • Signposting staff to use various systems to order and, as appropriate, manage 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 	5

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rationalisation.	
8. Responsible for line management and the allocation of the tasks for the Administrative Assistant(s); in this way, ensuring the provision of a high quality customer focused service, to both internal and external customers, and in line with Force and Departmental priorities.	5

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 both Force and sometimes regional meetings (e.g. Resource and Resilience Meetings, Gold and other strategic level meetings). The post holder will also need to ensure other operational meetings have minute taking provision through the Administrative Support Assistant(s) – e.g. DMM, H&S meetings etc. He/she 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 Agencies (e.g. SOCA, Crown Prosecution Service etc). 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 LPA/OCU/Department.
Details of the size of the 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.
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.

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); 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. 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. Recent experience of managing staff, monitoring welfare and managing performance.	E

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7. 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. Management of the time of both self and senior manager(s) in a complex, fast moving environment with regular occasions of diary conflicts and conflicting priorities.
2. Working under pressure in a demanding environment.
3. Taking minutes accurately during long, challenging meetings involving complex, confidential and technical issues.
4. Manage simple complaints and ensure more complex complaints are dealt with according with policy and procedure and manage the tracking system to ensure these are resolved appropriately by the relevant person and in a timely manner.

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. Fast time assistance with planning and preparing meetings to deal with urgent operational need.
2. Ensuring deadlines are met – ensure completion of all delegated tasks at all levels within the LPA/OCU/Department senior management team including acquisition of information and updates on projects undertaken by specific individuals in order that the LPA/OCU Commander/Head of Department is briefed on a regular basis.
3. Management and coordination of diaries in advance – manage a “bring forward” system to ensure the LPA/OCU Commander or Head of Department is appropriately prepared for each appointment.

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. Manage day to day administrative processes for the LPA/OCU/Department, identifying and implementing ways of improving these to provide efficiency, effectiveness and cost and ensuring required resources are available .
2. Organisation and planning of commitments for LPA/OCU Commander or Head of Department – e.g. meetings, seminars, external events, interviews (referring matters to them only in exceptional circumstances). In addition, preparing any appropriate documents for these events (e.g. agendas, background information) and ensuring these are distributed to the appropriate stakeholders in a timely manner.
3. Responding to correspondence and telephone enquiries on behalf of, and often without reference to, the LPA/OCU Commander or Head of Department. This will include the preparation and sending of letters and emails and the provision of information in line with TVP current policies and procedures.
4. Carry out research as required in preparation for meetings and reports. E.g. research background information/precedents which may be required for a complaint or meeting.

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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. Continuous and regular contact with people both internal and external to the organisation often at a senior level e.g. ACPO, PCC members, Senior managers in Partner Agencies (e.g. Councils, Crown Prosecution Service, Probation Service etc).
2. Supervise Administrative Support Assistant(s) overseeing their welfare and professional development and addressing any performance issues as required to ensure and effective service is provided.

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. Recording and preparing meeting minutes accurately and confidentially and the circulation of these as required.
2. Preparing and sending letters and emails to others both internally and externally often at a senior level.
3. Preparation of presentations (using PowerPoint).
4. Speaking with individuals both internal and externally when undertaking role by telephone and in person.