

Job Title: Firearms Licensing Administrator	
Job Evaluation Number	0300250

JOB DESCRIPTION

Job Title: Firearms Licensing Administrator	Location: Headquarters North
Job Family: Operational Support	Role Profile Title: BB2 Police Staff
Reports To: Senior Firearms Enquiry Officer	Band level: 2D/2E (linked grade)
Staff Responsibilities (direct line management of): Nil	

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

The overall purpose of the role is to: Process applications and print certificates for the grant, variation, and renewal of Firearms, Shot Guns, Dealers, Clubs and Explosives. To provide advice and guidance to customers.

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:

For administrator (2D) with a development plan

1. To process applications for the grant and renewal of shot gun certificates in accordance with the NFLMS. Conduct background checks as appropriate.
2. Transfer/dispose of shot guns within force and out of force and ensure that all cancelled files are dealt with in accordance with the NFLMS.
3. Conduct shot gun change of addresses and shot gun reprints of certificates in accordance with relevant legislation and Home Office guidance.
4. Handle routine telephone enquiries from both internal and external customers and take direct action as necessary in accordance with force policy.
5. Administer, check and process financial matters on behalf of applicants, ensuring compliance with force policy.
6. Prepare and process files for scanning onto the Livelink Document Management System in compliance with relevant legislation and Home Office guidance. Scan documents onto the Livelink Document Management System in an accurate and timely manner.
7. Undertake post duties. Process the incoming post and distribute accordingly. Assume responsibility for the preparation of out going post on a daily basis.

The additional key result areas in the higher level (2E) role are as follows:

8. In addition to the above, this role would be able to evidence via the PDR that they are competent and effective in performing, without direct supervision, the following higher level responsibilities: *(Role holder will be required to have an 'effective' PDR (or interim) as a minimum in order to be confirmed in the higher grade).*

To process applications for the grant, variation and renewal of Firearms, Dealers, Clubs and Explosive certificates.

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Transfer/dispose of firearms within force and out of force.
Conduct firearm change of addresses, firearm reprints of certificates, European Firearms Permits, Visitor's permits, Section 7 permits and Auctioneer permits.
Advise the police and public on the legal possession, security and safe shooting of firearms, ammunition and explosives, in accordance with Firearms legislation, Home Office guidance and ACPO/NIM guidance.
Demonstrate knowledge and application of the Data Protection Act 1998 and Code of Practice on the Management of Police Information.

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:

Thames Valley Police has on average 39,000 firearms and shotgun certificate holders (customers). The post holder will be responsible for processing application forms and certificates in accordance with the Firearms Acts 1968 -1997, Control of Explosives Regulations 1991 and the Manufacture and Storage of Explosives Regulations 2005 as this places the greatest demand on the department due to the number of certificate holders within the police area. The role holders have processed in excess of 14,000 application forms and certificates since May 2007.

The role holder is also responsible for conducting background check on applicants and referees. Since January 2007 the role holders have conducted in excess of 15,000 Impact Nominal Index (INI) checks on applicants in order to ensure public safety. INI is a national system that was introduced to do all force checks on individuals after the Soham murders (Ian Huntley).

The demand on the role holder is high due to the diverse customer base, of which a significant percentage is the landed gentry, including members of the Royal Family and members of parliament. This particular customer base is highly influential in the local community and shooting fraternity, including national associations such as BASC (British Association of Shooting and Conservation) and the NRA (National Rifle Association). They are also particularly influential with the local and national media, which could have a detrimental impact on the Force's reputation if the job holders were to make errors in their work.

The department has taken on the additional role of managing the risk of harm and public safety due to high profile firearms incidents such as Dunblane (Scotland), Highmoor (Thames Valley), Hermitage (Thames Valley) and Hungerford (Thames Valley), which resulted in numerous fatalities. The National Firearms Licensing Management System was introduced by a legislative requirement (Section 39 of the Firearms (Amendment) Act 1997) as a result of the Dunblane massacre and is central to the administrators' work, in particular providing firearms and explosive advice and guidance to certificate holders. The role holder will be responsible for utilising this system on a daily basis. Accuracy and decision making is key to this role as we are part of a national firearms system and have to adhere to national, ACPO and force policies.

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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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>		<i>E/D</i>
For entry level 2D:		
1. Excellent organisational skills and experience of working to tight deadlines.		E
2. Ability to work under pressure and prioritise and manage workload while remaining motivated and positive.		E
3. Previous or recent experience of providing an excellent level of customer service with the ability to speak to customers (internal and external) in a courteous manner and dealing with potential conflict appropriately.		E
4. Good standard of education with the ability to communicate effectively to customers at all levels, internally and externally, orally and in writing (letters, emails, telephone, etc).		E
5. IT literate with the ability to assimilate and use packages as technology develops.		E
6. Ability to recognise sensitive information and maintain discretion and confidentiality.		E

In addition to the above, the knowledge or skills required for the higher level (2E) role are as follows:		
Knowledge of force IT systems, including Word, Excel, Outlook and the National Firearms Licensing System.		E
Knowledge of the Firearms Acts 1968 – 1997, Control of Explosives Act 1991 and the Manufacture and Storage of Explosives regulations 2005.		E
Demonstrable ability to provide expert advice and guidance to internal and external customers in order to protect the forces' reputation, minimise risk to public safety and in support of force objectives.		E
Sound knowledge of the Data Protection Act 1998 and the Code of Practice of the Management of Police Information.		E

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.

<i>The problems that have to be dealt with in carrying out this role include:</i>	
For entry level (2D)	
1. Can frequently be confronted by disgruntled customers via telephone/email or in person. It is essential for the role holder to have excellent customer service skills in order to sort out customer's problems as quickly as possible whilst balancing the customer's needs with that of the organisation.	
2. Workflow can be unpredictable due to the five year renewal cycle. Staff will need to be motivated and committed to work. Applications need to be processed within the 60 working day time frame in order to achieve the quality of service objective.	

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Higher level (2E)

3. In addition to the above, job holders at the higher level will need to demonstrate a thorough and accurate understanding of the complex Firearms & Explosive Legislation and regulations and ensure that they refer to procedures and precedents before making a decision and advising applicants and certificate holders.

Planning: Refer 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. Due to the unpredictable workload the role holder will have to demonstrate excellent organisational skills in order to meet demand.
2. Will need to decide priorities and organise workload in order to achieve the 60 working day time frame in processing an application.
3. It will be imperative that the role holder maintains orderly, accurate and up to date paperwork to ensure compliance with relevant legislation and guidance.

Freedom to Act: Please describe below what you believe to be 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:

For entry level 2D

1. The Firearms Administrator will be supervised by a Senior FLO who will allocate work and monitor performance on a daily basis.
2. Administrators will be responsible for managing their day to day workload but will need to seek prior approval from the line manager if required.
3. Administrators will seek prior approval from senior members of the team when providing advice to internal and external customers in respect of Firearms & Explosive legislation.

For entry level 2E (in addition to the above)

4. Administrators will ensure that they have a good understanding of the complex Firearms & Explosive Legislation and regulations before making a decision and advising applicants and certificate holders.

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. Will communicate with Firearms Licensing Staff, internal TVP staff and external forces/agencies in a pleasant and tactful manner, ensuring co-operation with others.
2. Have contact with and provide the general public on a day to day basis with advice and guidance on firearms legislation in a professional and accurate manner.
3. Have day to day contact with the Firearms Licensing Staff, internal TVP staff and external forces/agencies ensuring that they comply with the TVP diversity policy and contribute to

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departmental objectives. The role holder will need to display motivation, commitment, perseverance and conscientiousness and act with the highest degree of integrity.

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. Communication with Firearms Licensing Staff, internal TVP staff, external forces/agencies and the general public will take place on the telephone/email/fax on a day to day basis and on an infrequent basis in person. The role holder will need to ensure that customers are satisfied with the service that they receive, addressing any problems in an effective and timely manner.

2. The purpose of communication is to:

- Provide advice/guidance to the general public
- Apologise for any mistakes and sort them out as quickly as possible
- Respond quickly to customer requests
- Present an appropriate image to the public and other organisations
- Contribute to departmental objectives
- Co-operate and support others
- Use listening and questioning techniques to make sure that they and others understand what is going on