

Job Title: Force CID & PVP ASA	
Job Evaluation Number	B739

## JOB DESCRIPTION

<b>Job Title:</b> Force CID & PVP (ASA)	<b>Location:</b> Kidlington, HQ North
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB2 Police Staff
<b>Reports To:</b> Force CID & PVP (ASO)	<b>Band level:</b> 2D (newly appointed) 2E (fully competent)
<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 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.

**The key result areas in the role are as follows:**

### Generic responsibilities:

- Contribute to resilience within the OCU by fully supporting the Administrative Support Officer in making best use of the administrative resources by:
  - Support and resilience for ASO, as required.
  - Daily collection and delivery of post; receive and assess incoming mail and telephone calls and take appropriate action.
  - Sign posting officers and staff to various systems to order hire cars, claim expenses, etc.
  - Management of Force CID/FISO pool car: allocation, facilitating servicing and management of fuel cards.
  - Management of Force CID fleet vehicles (vehicle checks, tax discs and fuel cards for both fleet and hire vehicles) and production of statistics for vehicle roadworthiness checks required for Force Health & Safety meetings.
  - Collation, filing, inputting and archiving of petrol and expenses receipts and delivery notes.
  - Co-ordinate orders from Force stores – receipt, stock control and inventory, as appropriate; distribution and surrender of uniform.
  - Liaising with Finance and Procure to Pay, as required.
  - Accompanying site contractors in confidential areas and liaising with Property Services around access issues
  - Administration of fob access Level 2 (for Fountain Court, Beaumont House and Aylesbury Major Crime).
  - Administration of elements of the Departmental website for Force CID, PVP and Major Crime.
- Via the 'Force CID & Intel Admin' Inbox:**
  - Managing requisitions, sourcing, ordering and facilitating delivery of orders, receipting and archiving, print consumables, rail tickets, etc.
  - Management of stock in localise Stationary cupboard.
  - Order items from APTOS, Commercial and Stores (stationery, hotel bookings, travel arrangements, conferences and seminars, catering, miscellaneous items, specialist items and equipment for Force CID, PVP and Force Intelligence Hubs and HQ Departments, Specialist Operations teams, etc.
- Undertake rota duty to cover administrative duties from 8 a.m. to 5 p.m. Mon-Thurs and 8

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a.m. to 4 p.m. Friday; also, rota duty to cover fast time minutes for Force CID Daily Management Meeting at 8.30 a.m.

4. Specialist focus see below:

- Organising and minuting high-level meetings for allocated leads, preparing files and other papers.
- Preparing and facilitating presentations for allocated leads for seminars, master classes, etc and their associated administration.
- Provide an efficient and effective support service to the Heads of Departments/Superintendents and DCIs often of a highly confidential nature, arranging appointments and meetings ensuring leads are appropriately prepared for each. This will involve booking venues, liaising with attendees, distribution of papers, booking travel and accommodation as appropriate, preparing agendas and additional information and ensuring this is done in a timely and appropriate manner.
- Management of senior officers' diaries and Inboxes.
- Drafting and typing correspondence as directed on behalf of senior officers.
- First point of contact for external and internal visitors for allocated leads.

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:**

Likely to have several months of experience of working in an administrative role. Able to follow a range of set procedures and specialist software.

Numerous telephone and routine email enquiries, letters and memorandums produced, typical documents, PowerPoint presentations and diagrams, meetings arranged, minutes produced and distributed.

Equipment

- Word Processor – MS Word, MS Excel, PowerPoint, PeopleSoft
- Audio equipment
- Light pro and Laptop

Contacts

Chief Officer Support staff, Heads of departments and Commanders, Senior Managers throughout the organisation, Directors/Heads of OCUs from other Police Forces, external organisations.

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>The knowledge or skills required in the role are as follows:</b>		<b>E/D</b>
1. Good standard of education, attained RSA II or equivalent, excellent literacy and numeracy skills, and the ability to accurately record minutes with good communication and technical skills at all levels. (E.g. NVQ L1 in Administration / Customer Services or proven experience in a similar environment) [Working towards NVQ level 2].		E
2. Proven interpersonal skills and the ability to promote professional working relationships		E

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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.	
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 is advantageous.	D
<b>Additional comments:</b> Willingness to be vetted to SC level under the National Security Vetting Standards and TVP Management Vetting Level 5.	

#### **Linked Grade:**

##### Newly appointed (2D)

- Competent secretarial skills
- Experience of working in an administrative role
- Ability to demonstrate a proven capability to plan their own work, to set timescale, work within a pressured environment and escalating problems as they occur.

##### Fully competent (2E)

All the above and evidence of:

- Attained NVQ level 2 with good knowledge of line manager's role
- Expected to use their knowledge, experience and judgement to interpret policies into daily processes.
- Regularly, recording minutes for high level meetings in support of the ASO; requires the capacity to understand the context of meetings, etc.
- Proven ability to plan and organise own time and in the full knowledge of the impact that work may have on the Force
- Greater freedom to make decisions independently
- Likely to act as single point of contact

**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.

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**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 OCU/Department and other internal and external stakeholders to build effective relationships and provide efficient and effective administrative support service.
2. Daily contact with 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 OCU/Department teams and other stakeholders.