

Job Title: ASA (Property Services)	
Job Evaluation Number	6530229

JOB DESCRIPTION

Job Title: Administrative Support Assistant (Property Services)	Location: HQ North
Job Family: Business Support	Role Profile Title: BB2 Police Staff
Reports To: ASO (Property Services)	Band level: 2D
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: Be responsible for providing/delivering a range of administrative support functions as required for the Property Services Department to perform its full range of functions

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:

1. Provide a comprehensive administrative support service by completing often sensitive & confidential administrative tasks for Property Services, including typing of technical reports, taking minutes, organising meetings and taking phone calls.
2. Provide a comprehensive administrative support service to Property Services staff, including arranging hire cars & fuel cards, producing weekly departmental diary sheets, maintaining records & archiving including filing. Assist with keeping Knowzone/intranet up to date for Property Services.
3. Undertake financial administration & processing activities, including raising complex multiline orders for maintenance in relation to buildings and including the ordering of items for Property Services (such as office supplies) to ensure the required procedures are consistently adhered to.
4. Administer the Vetting process for contractors & consultants, liaising with relevant staff such as the Vetting department to ensure the required procedures are consistently adhered to.
5. Provide an efficient & effective reception service to the HQ North site, which include receiving all visitors in a courteous manner, providing advice and directing as required whilst ensuring security procedures are adhered to at all times. Manage the booking & allocation of all corporate meeting rooms, including receiving all deliveries via courier and organise for the relevant dept. to collect.
6. Sort all incoming mail ready for collection by HQ North departments as well as all outgoing internal mail ready for collection by the Internal Dispatch Service. Provide help & advice to staff at the HQ North site in relation to postal matters, processing franking for HQ North site, ensuring all mail is prepared & ready for collection by Royal Mail.
7. Provide administrative resilience for Property Services systems and services including the helpdesk, administration of the fob, Trakka and CAFM systems, as and when required.

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:

Contributing to the delivery of admin support services across the Property Services Department. The department comprises a total of approx. 95 staff spread across the three counties covered by

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the Force; the HQ hub is based in HQ North where the majority of senior managers and the 5 departmental team leaders are based. There are also 3 geographical hubs (Reading, Aylesbury, HQ South) from which local facilities services are managed/coordinated by the three Facilities Managers.

The department is responsible for Thames Valley's extensive property portfolio of 140,000m. sq ft which comprises 169 operational sites and a total of 270 buildings. The department manages a substantial revenue budget of c. £22 million p.a. and a four year capital programme with typical spend in the region of £8/10 million per annum.

The admin team are directly involved in the ongoing/regular task of preparing the substantial volume of reports that the department is required to produce. These are typically complex documents incorporating text, appendices, financial information summaries, charts etc. The key regular recipients/audiences for these reports will include Chief Constables Management Team (functioning as the Strategy Group), Deputy Chief Constable, Director of Finance and the Office of the Police and Crime Commissioner (PCC), the Chief Executive and the PCC.

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>
1. Good standard of education with excellent literacy and numeracy skills with good communication skills at all levels, an NVQ Level 1 in Administration/Customer services or proven experience in a similar environment.	E
2. IT literate with experience in Word, Excel, PowerPoint, proven ability to manipulate data from a variety of sources and willing to learn new technology, databases and systems.	E
3. Proven ability to work as part of team, providing support and assistance as required.	E
4. Able to recognise sensitive information and maintain discretion and confidentiality.	E
5. Proven ability to communicate at all levels, both verbally and written, within a diverse customer focussed environment.	E
6. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner. Due to the requirement to work flexibly, and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential.	E
7. This role will require some physical activity including handling/moving items including office supplies, stationary and post deliveries. Satisfactory completion of a manual handling course will be required (training given).	E
8. Previous experience of taking minutes in meetings (training given).	E
9. Previous post room experience, including knowledge of Royal Mail products and services.	D
10. Knowledge of Force geographical locations and departments.	D
11. Knowledge of Force policies around Protective Security and Information Management.	D