

Job Title: People Services Administrator	
Job Evaluation Number	B790 b

JOB DESCRIPTION

Job Title: People Services Administrator – People Support Services	Location: Various but mainly at Sulhamstead Training Centre Reading
Job Family: Business Support at Sulhamstead Training Centre	Role Profile Title: BB2 Police Staff
Reports To: People Services Advisor	Band level: 2E
Staff Responsibilities (direct line management of): Nil – but may have mentoring responsibilities for People Services Apprentice.	

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

The overall purpose of the role is to: Provide a professional business support service within the People Directorate to internal and external customers, specifically supporting the Training Centre Administration Support Officer, Learning & Development administration team and supportive cover for the main Reception at the Centre.

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 high quality, confidential service and advice to internal and external customers, through a range of communication channels, based on Force policies and procedures.
2. Manage relationships with stakeholders, trainees, guests speakers and trainers to ensure productive working is maintained, where problems are resolved and continuous improvement is sought and implemented.
3. Input data onto Force ICT systems in an accurate and timely manner, quality assure information already held on force systems in order to facilitate the provision of management information. Provide assistance and guidance when necessary and QA work as requested.
4. Provide administrative support to specific projects including research and data collection, and provide general support to ensure the smooth running of the department including room bookings, publish session lists, monitor printer sundries and maintenance, organise and assist with ID card appointments, monitor parking protocols.
5. A flexible approach is essential, and an ability to pro-actively manage day to day duties as well as essential tasks that may arise at the last minute. Attention to detail is crucial as well as the ability to problem solve and make appropriate decisions.

We require an approachable individual who is impartial, fair and professional. The role will require you to be creative and passionate about delivering a quality service to the business.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, and the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

General

The volume of reception attendance/recruitment/resourcing/employee administration/learning activity makes this a busy demanding role throughout the year, with high customer service expectations and within tight deadlines to ensure adequate operational resourcing for TVP.

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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.

Fully competent for role

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Attained or willing to work towards achieving NVQ Level 2 in Customer Service or Business Administration. Commitment to continued professional development in relevant disciplines*	E
2. Computer literate with knowledge of Microsoft Office applications; confident at intermediate level with an aptitude/willingness to learn new systems/technology.	E
3. Good interpersonal and communication skills to enable the post holder to interact confidently, effectively and professionally with all stakeholders including staff, customers, senior managers and members of the public.	E
4. Proven ability to organise, plan, manage and prioritise workloads. Be adaptable, flexible and resilient with a willingness to learn new processes.	E
5. Flexible approach to working is essential.	E
<i>Additional comments:</i> At interview, candidates will be asked to: *confirm their willingness to engage in continuous professional development and learning.	