**ROLE PROFILE**

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| **Role Title:** | | Support Services Administrator | **Leadership stage:** | 1 |
| **JRN:** | | 30254 | **Job family:** |  |
| **Band:** | | 3 | **Location:** | Agile |
| **Allowances:** | | As per contract | **Politically restricted:** | No |
| **Department:** | | Professional Standards | **Vetting level:** | MV |
| **Reporting to:** | | Compliance Advisor | **Date published:** | September2022 |
| **Posts responsible for:** | | None | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Carry out a range of duties to ensure the administration of public complaints and internal conduct proceedings are carried out accurately, in the correct time frames and in line with the relevant Police Regulations and Statutory Guidance. In an efficient and timely manner, manage confidential information in line with prescribed procedures and legislation. Undertake a range of clerical duties to support the work of officers and police staff both within the department and across the organisation. Contribute to achieving objectives in the policing plan. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Record complaint, conduct and miscellaneous cases onto the Centurion system, ensuring data is recorded accurately, timely and in accordance with IOPC Statutory Guidance, force policy and relevant legislation. | | | |
| **2** | Manage the Professional Standards mailbox, evaluating the contents of emails to ensure they are disseminated to the correct person or department for progression. Identify emails from members of the public which make reference to threats/ harm or risk, in order that they are escalated to a Senior Officer for further action. | | | |
| **3** | Converse with members of the public on the phone remaining professional throughout, irrespective of their demeanour, in order to achieve a suitable resolution. Where appropriate record the details of the conversation on the relevant IT systems for audit trail purposes and notify staff that may require an update. | | | |
| **4** | Liaise with Professional Standards and area command investigators ensuring case files and recording systems are kept up to date with relevant information, which may impact on the course of the investigation. Provide guidance to functional leads and investigators on how to use IT systems in order to ensure processes run smoothly. | | | |
| **5** | Create complaint outcome letters in accordance with statutory guidance, ensuring they are accurate and provide sufficient information to complaints. Correspond with associated officers/staff, providing relevant case information e.g., review time notifications and contact details. | | | |
| **6** | Finalise cases on workflow and centurion, storing documents within Centurion whilst complying with GDPR guidelines. Produce final emails to officers/staff member, closing the case in line with Statutory guidance. | | | |
| **7** | Respond to requests from external departments with regards to case histories, for example recorded complaints for officers/staff prior to resignation/retirement or checks to ensure officers/staff meet the criteria for promotion/long service medals/selection process. | | | |
| **8** | Complete daily diaries from the Centurion, tracking system, checking with OPCC and IOPC if reviews have been received prior to closure, requesting updates from investigators. | | | |
| **9** | Sort incoming post to the department. Logging, scanning and distributing to appropriate departments and updating post spreadsheet adhering to GDPR guidance on retention. | | | |
| **10** | Verify and input data relating to Gifts and hospitality donated to the force, onto spreadsheets prior to uploading onto Northumbria Police webpage. | | | |
| **11** | Responsible for ordering stationary, photocopier consumables, reporting defects to maintenance, room bookings and collecting of CCTV footage from custody. | | | |
| **12** | Verify the completion of PRI/RPRP from area commands/ departments, chasing responses, updating spreadsheets and closing Centurion with the outcome, as per IOPC Statuary Guidance. | | | |
| **13** | Interrogate and print off all complaint correspondence following requests from Legal Department for civil claims and subject access request | | | |
| **14** | Adapting to legislative changes, preparing new templates and processes to contribute to the efficient running of the department. | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal:**  Compliance Advisor – Line Supervision  Standards & Performance Manager – Delegated Appropriate Authority  Force Assessor – Delegated Appropriate Authority  Senior Officers - Functional Leads/Investigators  Information Management Unit – Providing documentation for subject access requests  People Services – Complaint checks  OPCC – Review checks  **External:**  Complainants  IOPC – Review checks  Foreign Forces – HR checks  Solicitors – Correspondence on related complaint issues | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
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| **Part D – Continuous Professional Development (CPD) role 6 months** | |
| **First 6 months** | |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** | |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Have a working knowledge of related legislations (e.g., IOPC Complaints Guidance) | Skilled in using specialist software related to own area of work to extract analyse and report on data | Application/interview/  CPD |
| Planning and organising | Able to prioritise workload |  | Application/interview/  CPD |
| Problem solving and initiative | Ability to use systems for research, validating and corroborating evidence | Good knowledge of IT packages and Northumbria Police systems. | Application/interview/  CPD |
| Management and teamwork | Able to work in a team to achieve the desired goal. Promote force values and behaviour | Identify situation and offer a resolution | Application/interview/  CPD |
| Communicating and influencing | Good communication skills with the ability to listen to others and offer solutions. | Standards of professional behaviour | Application/interview/  CPD |
| Other skills and behaviours | Experience of working with confidential and/or sensitive material. |  | Application/interview/  CPD |