

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Business Services Administrator + (FCC)	Leadership level:	
JRN:	30052 30424 30425, 30426 30562	Job family:	
Band:	3	Location:	Location Based
Allowances:	As per contract	Politically restricted:	No
Department:	Business Services	Vetting level:	RV
Reporting to:	Business Services Team Leader	Date published:	September 2023
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

Provide a range of administrative and support services to effectively support the operational work and business planning of the Business Services Department and allocated Area Command/Department.

Key responsibilities of the role:

1	Update records and undertake analysis to ensure the provision of accurate and timely information to support operational policing teams.
2	Assist internal customers with their enquiries, undertaking general clerical and support duties as required, in order to ensure the provision of an efficient and effective service
3	Maintain computerised and paper-based records, undertaking support and clerical functions required to internal customers
4	Open and sort all incoming postal and electronic mail via the relevant mailboxes, redirecting as appropriate, ensuring that all correspondence is dealt with promptly and efficiently.
5	Conduct audits and governance checks as required.
6	Operational support - including dogs/horses, dog boarding, vets, worming, food supplies
7	Ordering of stores, equipment and repair provision
8	Maintain H&S first aid provision and inspection processes
9	Undertake a range of duties including word processing, minute taking and drafting of correspondence and reports, in order to provide comprehensive support to Operational Senior Management Team
10	Display performance, profile and campaign information through the relevant communication channel to inform the relevant people within all police buildings
11	Receipting of Income from Property Department ensuring that the monthly income return is completed and submitted in a timely manner and arrange for the collection of monies via courier.
12	Management of RFID cards & Warrant/Smartcards
13	Coordinate the removal of property items from Transit stores in remote sites in support of force property procedures

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14	There may be a requirement to undertake other responsibilities as are reasonably commensurate with the grade of the post.
15	Provide and support the delivery of a local property service within specific rural stations, or where a dedicated property officer function doesn't exist as part of the wider Business Services property functionality.
Part B – Scope of contacts	
Internal / External relationships:	
Internal: Officers/Staff/Volunteers, External: Contractors, Visitors	

Part C – Competencies and Values
Northumbria competencies and values framework (NCVF)
<i>Level one.</i>

Part D – Continuous Professional Development (CPD) role 6 months	
First 6 months	
1	
2	
3	
4	
12 months and beyond	
5	
6	
7	

Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
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Qualifications, knowledge and experience	A sound knowledge of internal Police systems, and the ability to learn as systems change.		Application/interview/ CPD
Planning and organising	Must possess the ability to prioritise and organise their work without supervision.		Application/interview/ CPD
Problem solving and initiative	Requires the ability to consider and solve problems using initiative and decision-making ability.		Application/interview/ CPD
Management and teamwork	Must possess the ability to work in isolation and as part of a team.		Application/interview/ CPD
Communicating and influencing	Requires strong written and verbal communication skills, and the ability to communicate at all levels.		Application/interview/ CPD
Other skills and behaviours			Application/interview/ CPD