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Police
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Support Services Administrator (Ref ZF011 / 10793 / 30153 / 30256 / 30257 / 20962 / 30283 / 30284)

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Police Staff
Support Services Administrator
Forensic Services, NERSOU
Role Definition: ZF011 / 10793 / 30153 /
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ROLE DEFINITION

Dept / Area Command:	Forensic Services NERSOU	Section:	Intelligence & Organised Crime, Crime investigation, NERSOU (Various)
Post Title:	Support Services Administrator	Post Reference:	ZF011 / 10793 / 30153 / 30256 / 30257 / 20962 / 30283 / 30284
Post Grade:	Grade B	Location:	Various
Car User Status:		Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	Scientific Support Supervisor; Fingerprint & Forensic Manager; D/Sergeant (Priority & Organised Crime), NERSOU (Various)		
Staff Responsibilities:	Not Applicable		
Purpose:	To undertake a range of clerical, record-keeping and/or word processing duties which effectively and efficiently support the work of officers and staff within an area command or department and thereby contribute to achieving objectives in the policing plan or service level agreement.		

Key Responsibilities:-

- Support Services Administrators are utilised differently from one area command /department to another.**

Postholders are expected to undertake a range of main responsibilities from the list below. To allow local flexible arrangements to continue without defining individual role requirements for each post, local managers are expected to highlight and agree a minimum of 5 and a maximum of 8 main responsibilities with each postholder prior to commencement in the role.

- * Provide a document creation service, including transcription from tape, using the full range of functions available within the word processing package to produce well presented documents, including accurate text and tables, with effective file management, which convey a professional image of the area/department.**
- * Create new formats for documents, develop simple spreadsheets and input data to various computerised systems, including spreadsheets and databases, in support of the upkeep of information systems and the provision of statistical information.**
- * Operate and maintain local and national computerised databases in order to contribute to the collection, collation and dissemination of information.**
- * Carry out a range of clerical duties in relation to administrative support thereby assisting with the effective operation of the department.**
- * Receive and action personal and telephone enquiries in an appropriate and courteous manner referring or redirecting to relevant staff when required to ensure complete customer satisfaction.**
- * Undertake word processing and clerical duties within any section of the area command/department as assigned in order to contribute to the efficiency and effectiveness of services provided.**
- * Maintain diary systems in support of area command/department staff.**
- * Access internal computer systems to obtain relevant information in an accurate and timely fashion.**
- * Operate the overtime system, receive claims and check for completeness, enter data into the system and produce reports to ensure that staff are paid the correct amount of overtime in the right period and to enable the management team to monitor expenditure against budget.**
- * Maintain annual leave records for staff, ensuring entitlements are correct and that details are entered promptly and accurately when the leave is applied for, to enable staff to be aware of the leave they have left and to enable local management to be aware**

of what further abstractions should be planned for.

*** Maintain sickness records, enter details of absence into sickness monitoring systems, receive self certificates and doctors' certificates and forward information to local management to ensure that staff receive Statutory Sick Pay entitlements and to enable managers to monitor individual cases and overall sickness performance.**

*** Operate a document tracking system, receive external mail and examine the content to ascertain the most appropriate recipient, update the document tracking system, produce reminders and reports to ensure that managers can monitor performance against targets.**

*** Monitor stationery and consumable levels and order and replenish stocks when necessary to ensure that there are adequate supplies to continue to operate efficiently within defined budget limits. This may include ordering and distributing items of uniform and personal equipment.**

*** Process invoices, matching invoices received to delivery notes, checking for accuracy, coding to the correct budget head and pass on for authorisation to ensure that invoices are processed in accordance with force policy and financial regulations and to enable managers to monitor expenditure against budgets.**

*** Provide photocopying for staff, ensuring that photocopiers are maintained and that requests for copying are dealt with within the timescale set and that reproduction is of the appropriate quality for the user.**

*** Sort, distribute and collect items for the internal mail system, ensuring that mail is correctly addressed and securely packaged so that it arrives at the correct destination in a timely fashion.**

*** Contact local authorised contractors to arrange for minor building repairs, completing the appropriate order forms and maintaining records to monitor whether the work is carried out promptly and completed to a satisfactory standard.**

*** Receive warrants from the courts, updating PNC and the warrants register, passing warrants on to officers for action, cashing up outstanding warrants to ensure that warrants are properly executed and that the information held is correct thereby protecting the force from prosecution.**

*** Maintain search registers, ensuring that all appropriate documentation is present such as authorisation and record of search, sequentially number all searches to aid the completion of returns to force headquarters and so that the area command/department has a record for subsequent use if a claim is made against the force.**

- * Maintain efficient and effective filing systems, ensuring that documents are stored in a logical manner and easily retrieved when required.**

- * Operate a local imprest account to pay expenses to staff, ensuring that coding is accurate and that an appropriate signatory has authorised payment, to ensure that officers are paid promptly and within financial regulations.**

- * Provide a secretariat and support function for meetings to contribute to the efficient progress of the meeting.**

- * Provide a reception service in order to welcome and assist visitors to the area command/department in a courteous and efficient manner.**

- * Undertake simple photography of victims of crime in order to contribute to the collection of evidential material.**

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.

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