



**Northumbria
Police
Intranet**

Reference Zone

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03/09/2021

Business Services Administrator (Ref WS046 / 20096)

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Police Staff
Business Services Administrator
Business Support
Role Definition: WS046 / 20096

ROLE DEFINITION

Dept / Area Command:	Business Support	Section:	Business Services
Post Title:	Business Services Administrator	Post Reference:	WS046 / 20096
Post Grade:	Grade B	Location:	Forcewide
Car User Status:		Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	Team Leader		
Staff Responsibilities:	Not Applicable		
Purpose:	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:-

- 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.**
- 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.**

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

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