

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Business Services Administrator + (FCC)	<b>Leadership stage:</b>	1
<b>JRN:</b>	30052 30424 30425, 30426 30562	<b>Job family:</b>	
<b>Band:</b>	3	<b>Location:</b>	Location Based
<b>Allowances:</b>	As per contract	<b>Politically restricted:</b>	No
<b>Department:</b>	Business Services	<b>Vetting level:</b>	RV
<b>Reporting to:</b>	Business Services Team Leader	<b>Date published:</b>	September 2023
<b>Posts responsible for:</b>	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:

<b>1</b>	Update records and undertake analysis to ensure the provision of accurate and timely information to support operational policing teams.
<b>2</b>	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
<b>3</b>	Maintain computerised and paper-based records, undertaking support and clerical functions required to internal customers
<b>4</b>	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.
<b>5</b>	Conduct audits and governance checks as required.
<b>6</b>	Operational support - including dogs/horses, dog boarding, vets, worming, food supplies
<b>7</b>	Ordering of stores, equipment and repair provision
<b>8</b>	Maintain H&S first aid provision and inspection processes
<b>9</b>	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
<b>10</b>	Display performance, profile and campaign information through the relevant communication channel to inform the relevant people within all police buildings
<b>11</b>	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.
<b>12</b>	Management of RFID cards & Warrant/Smartcards
<b>13</b>	Coordinate the removal of property items from Transit stores in remote sites in support of force property procedures

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<b>14</b>	There may be a requirement to undertake other responsibilities as are reasonably commensurate with the grade of the post.
<b>15</b>	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.
<b>Part B – Scope of contacts</b>	
<b>Internal / External relationships:</b>	
<b>Internal:</b> Officers/Staff/Volunteers, <b>External:</b> Contractors, Visitors	

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

<b>Part D – Continuous Professional Development (CPD) role 6 months</b>	
<b>First 6 months</b>	
1	
2	
3	
4	
<b>12 months and beyond</b>	
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