**ROLE PROFILE**

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| **Role Title:** | Support Services Administrator | **Leadership level:** |  |
| **JRN:** | 30284 20962 30283 | **Job family:** |  |
| **Band:** | 3 | **Location:** | Location based |
| **Allowances:** | As per contract | **Politically restricted:** | No |
| **Department:** | NERSOU | **Vetting level:** | MV SC |
| **Reporting to:** | D/Sergeant Intelligence Development Team | **Date published:** | September 2022 |
| **Posts responsible for:** | None  |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| Undertake a range of clerical, administrative and receptionist duties to support the head of NERSOU effectively and efficiently, as well as the Senior Management Team and the rest of NERSOU.  |
| **Key responsibilities of the role:** |
| **1** | Arrange meetings with multiple PA’s from difference forces and partner agencies for the Head of NERSOU within a specific deadline and correctly disseminate papers/confidential information by keeping in line with GDPR and DPA guidelines.  |
| **2** | Provide a wide range of word processing duties to the Head of NERSOU and the Senior Management Team including the minuting of meetings. |
| **3** | Co-ordinate Senior Management Team diaries and collate relevant documents for meetings when required. |
| **4** | 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. Undertake appropriate audit activities such as the airwaves audit. |
| **5** | Carry out a range of clerical duties in relation to administrative support thereby assisting with the effective operation of the department. |
| **6** | 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. |
| **7** | Access internal computer systems to obtain relevant information in an accurate and timely fashion and update the airwave audit asset system monthly.  |
| **8** | Open and sort both paper mail and electronic mail from mailboxes and action in a timely manner, whilst also adhering to force policies. |
| **9** | Provide a reception service for the building which includes NERSOU and partner agencies. Meet and greet all visitors and adhere to appropriate safety and security protocols including when contractors are on site.  |
| **10** | Assist with administrative tasks for fleet management, such as processing of fuel cards and other tasks as required. |
| **11** | Monitor stationery and consumable levels (including cleaning supplies and PPE) and order and replenish stocks for multiple departments and partner agencies when necessary to ensure that there are adequate supplies to continue to operate efficiently within defined budget limits. Also distribute items of uniform and personal equipment.  |
| **12** | 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 and arranging the collection of deliveries to NERSOU and passing over notice of intended prosecution letters to the correct department.  |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal**: Northumbria, Cleveland and Durham Officers and Staff in various teams and departments.**External**: NCA Officers and Staff, other force contacts as necessary.  |

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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 | GCSE in English and Maths, Sound knowledge and understanding of all Microsoft applications  | 5 GCSE’S A\*-CGood understanding of Microsoft office/ Excel  | Application/interview/CPD |
| Planning and organising | Excellent organisations skills and previous experience in a PA/ Secretariat role. Be able to complete deadlines and priorities/organise work around this. |  | Application/interview/CPD |
| Problem solving and initiative | Ability to use own initiative and have good problem-solving ability due to the nature of the role.  |  | Application/interview/CPD |
| Management and teamwork | Able to work well as a team by sharing and helping with workload but also alongside the Senior Management Team.  |  | Application/interview/CPD |
| Communicating and influencing | Excellent communication skills, both written and orally.Need to be confident in speaking in meetings and on the phone and dealing with multiple high-ranking officers and staff and their PA’s effectively and efficiently whilst being polite and accommodating.  |  | Application/interview/CPD |
| Other skills and behaviours | Have a proactive approach to work, be flexible to NERSOUS requirements (contractors), willingness to learn new skills / abilities but also being a fast learner due to the fast working environment.Have a good understanding of how to record / manage minutes in meetings and the importance of them. Have a full UK driver licence as required to travel to fleet and stations for staff members. |  | Application/interview/CPD |