**ROLE PROFILE**

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| **Role Title:** | Business Services Administrator | **Leadership level:** |  |
| **Grade:** | B | **Location:** | Forcewide |
| **Area command / Department:** | Force wide | **Vetting level:** | RV |
| **Reporting to:** | Team Leader |
| **Posts responsible for:** | None / allocated staff, officer and volunteers  |
| **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. |
| **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 |
| **14** | There may be a requirement to undertake other responsibilities as are reasonably commensurate with the grade of the post. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal: Officers/Staff/Volunteers,** **External: Contractors, Vistors** |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| 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/ |