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| **Police Staff****Business Services Transcriber****Business Services****Role Definition:** |

**ROLE DEFINITION**

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| Dept / Area Command: | Business Services | http://domcms/icons/ecblank.gif | Section: | Business Services  |
| Post Title: | Transcriber  | http://domcms/icons/ecblank.gif | Post Reference: |   |
| Post Grade: | Grade  B | http://domcms/icons/ecblank.gif | Location: | Gateshead  |
| Car User Status: |   | http://domcms/icons/ecblank.gif | Telephone Allowance: |   |
| Shift Allowance: |   | http://domcms/icons/ecblank.gif | Standby Allowance: |   |
| Weekend Enhancement: |   | http://domcms/icons/ecblank.gif | Contractual Overtime: |   |
| Line Manager: | Line Manager |
| Staff Responsibilities: | Not Applicable |
| Purpose: |  To provide a comprehensive transcription and document creation service ensuring that a professional service is provided to Northumbria Police.  |

**Key Responsibilities:-** 1. **Provide a comprehensive, transcribing, summarising and word processing service in an efficient, accurate and timely manner.**
2. **Review the quality of recorded interviews with reference to force policy, procedures and PACE, highlighting any problems for Supervision, thereby ensuring a consistently high standard of interviews.**
3. **Participate in the provision of a document creation service, including transcribing and summarising, using the full range of functions available within the word processing package, in order to produce well-presented documents, including accurate text and tables, with effective file management, which convey a professional image**
4. **Receive and action enquiries, referring or redirecting to relevant staff when required in order to ensure complete customer satisfaction.**
5. **Deal with issues arising from equipment faults and maintenance requirements in order to ensure that the service is maintained.**
6. **Contribute to improving the service and support the implementation of changes to systems and procedures to progress and enhance the work of the section.**

**The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**  |  | [Search**Search**](http://domcms/ww/wp/jobdesc.nsf/9d1828e2f6807acb80256ea6004c66fc/%24SearchForm?SearchView)[Basic**Basic Page**](http://domcms/ww/wp/jobdesc.nsf/webBasicView/395B6A68E427AD1F80257DEF00305947)[Feedback**Feedback**](http://domcms/ww/wp/jobdesc.nsf/webFeedback?OpenForm&ParentUNID=395B6A68E427AD1F80257DEF00305947) |  |
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