|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Police Staff** **Business Services Transcriber** **Business Services** **Role Definition:** |   **ROLE DEFINITION**     |  |  |  |  |  | | --- | --- | --- | --- | --- | | 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](http://domcms/ww/wp/jobdesc.nsf/9d1828e2f6807acb80256ea6004c66fc/$SearchForm?SearchView)**Search**](http://domcms/ww/wp/jobdesc.nsf/9d1828e2f6807acb80256ea6004c66fc/$SearchForm?SearchView)  [[Basic](http://domcms/ww/wp/jobdesc.nsf/webBasicView/395B6A68E427AD1F80257DEF00305947)**Basic Page**](http://domcms/ww/wp/jobdesc.nsf/webBasicView/395B6A68E427AD1F80257DEF00305947)  [[Feedback](http://domcms/ww/wp/jobdesc.nsf/webFeedback?OpenForm&ParentUNID=395B6A68E427AD1F80257DEF00305947)**Feedback**](http://domcms/ww/wp/jobdesc.nsf/webFeedback?OpenForm&ParentUNID=395B6A68E427AD1F80257DEF00305947) |  |
| **Categories** |
|  | | | | |

[Top](http://domcms/ww/wp/jobdesc.nsf/9d1828e2f6807acb80256ea6004c66fc/395b6a68e427ad1f80257def00305947?OpenDocument#TOP) | [IIS What's New](http://intranet/iims/webnew.nsf/websubjectview) | [Site Map](http://intranet/isite.nsf) | [Intranet Guide](http://intranet/iguide.nsf)