

GWENT POLICE - ROLE PROFILE

Role : Business Support Administrator

Responsible to : Business Support Officer

Responsible for: Nil Staff

Role Purpose : To assist the BSO in maintaining an effective administrative and business support to the Area Senior Management Team and wider policing area.

Grade: 3

Vetting Level: RV

Fixed/Field/Flexible: Flexible

Date role last reviewed: July 2019

Main Activities:

1. To manage access to and the diaries of the Senior Management Team to ensure their time is optimised whilst maintaining confidentiality.
2. To assist with the production of timely and accurate management information for the Senior Management Team and other Force stakeholders to facilitate informed decision making and performance management.
3. To accurately maintain Force Information Systems, such as Intranet sites, on a timely basis.
4. To respond to and deal with enquiries on the telephone and face to face in order to meet the needs of the caller and to redirect them when appropriate.
5. To assist with processing, validation and maintenance of financial information in accordance with the Force's financial procedures.
6. To assist with the support to the Senior Management Team at both internal Force meetings and external partnership meetings including, organising meetings, preparation of papers and minute taking.
7. To ensure that local stocks of operational supplies, such as custody meals/blankets etc, are kept at optimum levels.
8. To act as resilience to the Business Support Officer in times of annual leave and sickness absence etc.

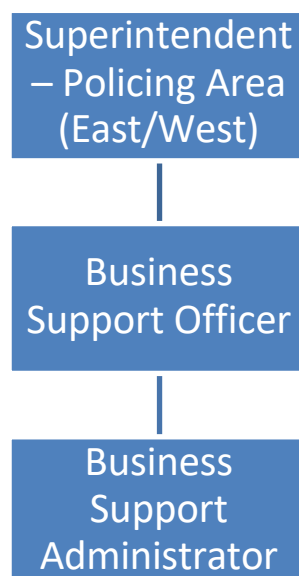
9. To deliver a customer-focussed service.
10. To promote and adhere to Gwent Police's Equal Opportunities Policy to support the development of a diverse workforce.
11. To take reasonable care of own and others' safety; to co-operate with managers / supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc.
12. To fully participate in the performance appraisal process.

Special Circumstances:

1. Gwent Police is a non-smoking organisation
2. All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.

Note: This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

ORGANISATION



Job Specific Criteria Areas	Maximum Word Count	Method of assessment, For example, application form, test, presentation or certificate
1. Attainments	200	Application Form/Interview
Must possess RSA Stage 2 or equivalent relevant experience.		
2. Experience	300	Application Form/Interview
Must be able to demonstrate previous experience of working with office systems and administration.		
3. Knowledge	400	Application Form/Interview

Must be able to demonstrate a working practical knowledge of Microsoft Office packages.		
4. We are emotionally aware		Interview
<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>		
5. We take ownership		Interview

<p>I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>		
6. We are collaborative		Interview
<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.</p>		
7. We deliver, support and inspire		Interview

<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services.</p> <p>I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>		
8. We analyse Critically		Interview
<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>		

9. We are innovative and open-minded		Interview
<p>I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>		

Signed:Date: