**Policing professional profile**

**Apprentice – Administration Assistant**

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| **North Wales Police - Other Role Specific Criteria**  *(Insert details from HR system as appropriate for vacancy)* | | | | |
| **NWP Job Ref. No.** | |  | | |
| Grade/Rank | | National Minimum Wage | | |
| Responsible to | | Nominated Supervisory Officer | | |
| Functional Area | | Crime Services | | |
| Business Area/Department | | Protecting Vulnerable People Unit | | |
| College of Policing Job Family | | Business Support | | |
| If applicable, Job Evaluation Ref. No. | |  | | |
| Post Vetting requirements | | Recruitment Vetting | | |
| **Minimum Welsh Language Requirements** | | | | |
| Spoken Welsh | | NWP SL1 - You are able to pronounce Welsh place names, first names, some police related vocabulary and can understand and say basic greetings and basic phrases | | |
| Written Welsh | | NWP WL0 - No knowledge of written Welsh | | |
| **Core Capability Requirements** | | | | |
|  | Not Applicable | |  | CC4 – Evaluate Information |
|  | CC1 – Sitting | |  | CC5 – Restraint & Retention |
|  | CC2 – Running/Walking | |  | CC6 – Understand/Retain/Explain |
|  | CC3 – Decisions/Reporting | |  | CC7 – Full Shifts/CADRE |

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| **Role Purpose**  *(This section summarises the key function of the role)* |
| To provide general administration and clerical support to designated department(s).  To obtain a solid grounding in business administration/customer service within North Wales Police and to work towards the completion of a NVQ level 2 in Business Administration/Customer Service. The training programme will include general administration within the designated business area within North Wales Police. |

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| **Key Accountabilities**  *(This section details the key accountabilities**required of the role)* |
| |  |  | | --- | --- | | 1**.** | To undertake general administrative duties including typing/word processing, audio transcription, inputting, filing, photocopying and use of any other office equipment/systems as directed in order to departments aims and objectives. | | 2. | To maintain an effective and efficient manual and electronic filing system. | | 3**.** | To produce standard business correspondence and reports. | | 4**.** | Provide administrative support in respect of meetings. This may include attending meetings and taking minutes if required. | | 5**.** | Data inputting, researching and processing utilising a variety of any required IT packages. Training will be provided for any bespoke force packages. | | 6**.** | To deal with general telephone or written enquiries from the members of the public and other departments as required | | 7**.** | Collection and distribution of mail. | | 8. | To ensure discretion, sensitivity and confidentiality is applied at all times in accordance with force policies and procedures. | | 9. | To obtain a good level of understanding of the various business support services within North Wales Police. | | 10. | To work towards achieving an NVQ level 2 qualification and attend monthly mentor meetings to discuss progression, learning needs and action plans ( to coincide with NVQ modules). |   11. Promote and comply with North Wales Police policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.  12. Any other duties as directed by the Supervisory officer commensurate with the post and salary grading. |

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| **Core Skills**  *(This section details the core skills required of the role)* |
| 1. IT skills and an understanding of Microsoft Office or similar IT packages 2. Good communication skills 3. The ability to work well in a team 4. Self-motivated and flexible |

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| **Behaviours**  *(Outlines the behavioural requirements of the role)* | |
| All roles are expected to know, understand and act within the ethics and values of the Police Service.  The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.  It is suggested that this role should be operating or working towards the following levels: | |
| **Resolute, Compassionate and Committed** | |
| We are emotionally aware | Level 1 |
| We take ownership | Level 1 |
| **Inclusive, Enabling and Visionary Leadership** | |
| We are collaborative | Level 1 |
| We deliver, support and inspire | Level 1 |
| **Intelligent, Creative and Informed Policing** | |
| We analyse critically | Level 1 |
| We are innovative and open-minded | Level 1 |

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| **Education, Qualifications, Skills and Experience**  *(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual’s PDR)* |
| **Prior Education and Experience:**  4 GCSE’s at Grade C or above or equivalent level of qualification (to include English)  <https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels>  **Policing Education and Qualification Framework (PEQF):**  **Skills:** |

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| **Continuing Professional Development (CPD)**  *(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)* |
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| **Professional Registration/Licences**  *(Outlines any ongoing registration or licencing requirements of the role)* |
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| **Links to other profiles**  *(Indicates links to NPoCC role profiles, or other professional profiles which should be read in conjunction with this professional profile, please note this may not be exhaustive)* |
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| **Reviews & Version Control** | | | | |
| **Version No.** | **Effective Date** | **Reviewed By**  **(Full Name)** | **Ratification by Diversity & Date**  **Only when the following sections have been updated: Education, Qualifications, Skills & Experience** | |
| 1.0 | 05/11/2020 | Lisa Hargreaves |  | Click here to enter a date. |
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