Support Administrator
Job Family – Support

Grade: C	**Department:** Criminal Justice Department
Location: Headquarters/Territorial (as applicable)	**Security Vetting:** RV
Role Specific Requirements/ Restrictions:	None
Role Specific Hazards:	Display Screen Equipment Mental Health, Headsets
System Access Requirements:	Various

Role Purpose

The post holder will be required to provide administrative support within the Criminal Justice Department.

Role Specific

1. To provide efficient and timely transactional service support to functions delivered by the Business Area.
2. To utilise Force and national systems in effectively supporting Dyfed-Powys Police business.
3. To deliver high quality support to frontline policing services.
4. To develop a broad range of skills to provide effective delivery and resilience within the business area.
5. To provide timely advice and support to other business areas within the Force.
6. Provide timely and effective exchange of information to both internal and external customers including victims, witnesses and suspects, both verbally and in writing.

Role Generic

7. To communicate through the medium of Welsh to a level 1 standard or be prepared to achieve this within 6 months of appointment [Click here for the DPP Welsh Language requirements].
8. To undertake as directed the transactional activities and administrative tasks required.
9. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
10. To deal effectively with internal and external communication from staff and members of the public.
11. To ensure force systems are maintained and updated effectively in line with business processes.
12. To develop, maintain and ensure effective business processes.
13. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please click here.

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys 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. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application] Only evidence against these FIVE attainments on your application form	
	1. Must possess G.C.S.E's Grades A - C, in Mathematics and English Language, or have proven relevant experience to a comparable level in numeracy and literacy **(E)**
	2. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail **(E)**
	3. Must demonstrate a practical approach to problem solving **(E)**
	4. Must be proficient in the use of Microsoft Word for word processing and Excel for data manipulation and reporting **(E)**
	5. Must have previous experience of delivering high standards of service to internal and external customers **(E)**

Other skills / experience / knowledge needed for the role and may be assessed during the interview process	
	1. Must have effective keyboard inputting skills enabling effective inputting and retrieval of data **(E)**
	2. Must have effective written and oral communication skills **(E)**
	3. Must be prepared to successfully complete all training and assessment required of the role **(E)**

KEY: (E) – Essential **/ (D)** – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link Click here. Further details on the interview process are provided as part of the candidate information pack.