ROLE PROFILE

Role Title:	DSD Project Support Officer
Grade:	SC4/5
Responsible to:	Project Manager
Responsible for:	No Supervisory Responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	RV
Date Published:	5th December 2019

Role Purpose	To provide day to day administrative support, project support and research duties for the Digital Services Division with a primary focus on the ESN Project and Coorindating Coverage Assurance Activities.
Main Responsibilities	**Administration**

	• To carry out general administrative duties which may include: -
	    o Word processing/keyboarding
	    o Formatting documents
	    o Co-ordination of office diaries
	    o Ordering
	    o Mail collection and distribution
	    o Filing and storage of information
	• To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/ departments
	• May monitor allocated budget

	Advice and Guidance
	• Receive and respond to enquiries from customers, including complex queries related to area of work • Provide relevant information, on the phone, face-to-face or electronic based on existing departmental procedures • Deal with straightforward and escalated queries and escalate more difficult or complicated queries • May involve interacting with, and pro-actively supplying information to community groups and members of the public
	Organisation/Planning
	• Organise, schedule and attend events/meetings/resources including equipment, people and systems as directed • Plan and organise own work and/or contribute to departmental project • Co-ordinate with other team members • May contribute to local community priorities
	Processes
	• Follow, create and amend processes for use by self and others related to area of work • Quality assure processes for use by self and others as directed • May check stock levels and request supplies • May receive and process various types of transactions
	Record Keeping

	• Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems • Use and understand common systems relevant to area of work to enable manipulation of information and initial investigation of customer queries/problems
	Research/Investigation
	• Based on a specific brief write and present findings or information to include recommendations and actions • To gather and collate research information for self and others • Follow-up enquiries as directed
	Customer Service and Representation • To present a positive image and service to both internal and external customers • Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service • Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards
	In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.
Qualifications	**Essential** • Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities.
Skills	**Essential** • Must be computer literate and proficient in Microsoft applications. **Desirable** • Welsh Language Level 2 - Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation. Previous office management and/or secretarial experience • Possession of a formal project management qualification or, familiarity with Prince2, APM project management methodologies or similar • Possess sound research skills • Possess sound organisational skills
Knowledge	**Essential** • Project experience • Implementation of control procedures in relation to project documentation • Updating project plans • Project risk management including updating and version control of risk register **Desirable** • Maintaining and monitoring the project budgets
Personal Qualities	**Serving the Public** Demonstrates a real belief in public service, focusing on what matters to

the public and will best serve their interests

Understands the expectations, changing needs and concerns of different communities and strive to address them

Builds public confidence by talking to people in local communities to explore their viewpoints and break down barriers between them and the police

Understands the impact and benefits of policing for different communities and identifies the best way to deliver services to them

Works in partnership with other agencies to deliver the best possible overall service to the public

Professionalism

Acts with integrity, in line with values of the Police Service

Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations

Acts on own initiative to address issues, showing a strong work ethic and putting in extra effort when required

Upholds professional standards, acting honestly and ethically and challenges unprofessional conduct or discriminatory behaviour

Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required

Openness to Change

Positive about change, responding flexibly and adapting to different ways of working

Finds better, more cost effective ways to do things, making suggestions for change

Takes an innovative and creative approach to solving problems

Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge

Service Delivery

Understands the organisation's objectives and priorities and how work fits into these

Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes

Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well

Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations

Considers a range of possible options before making clear, timely, justifiable decisions

Reviews decisions in light of new information and changing circumstances

Balance risks, costs and benefits, thinking about the wider impact of decisions

Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest

Working with Others

	Works co-operatively with others to get things done, willingly giving help and support to colleagues
	Is approachable, developing positive working relationships
	Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively
	Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations
	Is courteous, polite and considerate, showing empathy and compassion
	Deals with people as individuals and address their specific needs and concerns
	Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances

All individuals of South Wales Police must display the qualities to be able to work in an organisation with minority groups and provide 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 work place bullying or any other form of discriminatory behaviour.

Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

	Shortlisting
Qualifications	Yes
Skills	
Knowledge	Yes
Personal Quality – Serving the Public	
Personal Quality – Professionalism	Yes
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	Yes
Personal Quality – Decision Making	
Personal Quality – Working with Others	Yes