



ROLE PROFILE

Role Title:	Business Administration Intern
Grade:	Scale 3
Responsible to:	Team Leader Case Management Unit
Responsible for:	No Supervisory Responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	MV/SC
Date Published:	01 March 2021

Role Purpose	To provide day to day business and administrative support, project support and research duties for the Professional Standards Department Case Management Unit, primarily linked to the management of live complaint and conduct records.
Main Responsibilities	<p>Administration</p> <ul style="list-style-type: none"> To carry out general administrative duties which may include:- <ul style="list-style-type: none"> Word processing/keyboarding Formatting documents Co-ordination of office diaries Ordering Mail collection and distribution Filing and storage of information To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments <p>Advice and Guidance</p> <ul style="list-style-type: none"> Receive and respond to enquiries from customers, including complex queries related to area of work Provide varied information, on the phone, face-to-face and/or electronic, based on existing departmental procedures Provide advice and assistance on associated queries Deal with straightforward and escalated queries and escalate more difficult or complicated queries Interact with, and pro-actively supply information to external agencies and members of the public <p>Finance</p> <ul style="list-style-type: none"> Receive and process financial transactions including low value cash and near cash equivalent May monitor allocated budget <p>Organisation/Planning</p> <ul style="list-style-type: none"> 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 <p>Processes</p>

	<ul style="list-style-type: none"> • 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 <p>Record Keeping</p> <ul style="list-style-type: none"> • Create, store, maintain, retrieve and update records/data both manual and electronic on associated systems • Use and understand common systems relevant to area of work to enable manipulation of information and initial investigation of customer queries/problems <p>Customer Service and Representation</p> <ul style="list-style-type: none"> • 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 and the General Data Protection Regulation (GDPR) <p>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.</p>
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • 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. • Working towards a degree in a relevant subject.
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Must be computer literate and proficient in Microsoft applications. • Written communication skills – able to produce logical, structured and high quality reports <p>Desirable</p> <ul style="list-style-type: none"> • 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 • Familiarity with Prince2, APM project management methodologies or similar • Possess sound research skills
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Good understanding of Business Administration and business analysis: <ul style="list-style-type: none"> o Process mapping

	<ul style="list-style-type: none"> o Stakeholder engagement o Process Improvement o Business Change o Benefits Realisation • Knowledge or interest in project work <p>Desirable</p> <ul style="list-style-type: none"> • Maintaining and monitoring the project budgets
Personal Qualities	<p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>Decision Making</p>

	<p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions</p> <p>Reviews decisions in light of new information and changing circumstances</p> <p>Balance risks, costs and benefits, thinking about the wider impact of decisions</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest</p> <p>Working with Others</p> <p>Works co-operatively with others to get things done, willingly giving help and support to colleagues</p> <p>Is approachable, developing positive working relationships</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations</p> <p>Is courteous, polite and considerate, showing empathy and compassion</p> <p>Deals with people as individuals and address their specific needs and concerns</p> <p>Treats people with respect and dignity, dealing with them fairly and without prejudice taking a non judgemental approach regardless of their background or circumstances</p>
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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	Yes
Knowledge	Yes
Personal Quality – Serving the Public	Yes
Personal Quality – Professionalism	Yes
Personal Quality – Openness to Change	
Personal Quality – Service Delivery	
Personal Quality – Decision Making	
Personal Quality – Working with Others	Yes