



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Role Title:	Administrative Support to Holmes
Rank/Grade:	(B) SC4 (C) SC3/4 (H) A3 (Non-Supervisory)
Job Family:	JPS – MCU – Specialist Investigation Team - HOLMES
Reporting to:	Office Manager
Main purpose of the role:	To provide an effective and efficient administrative and secretarial service delivery for Bedfordshire Police and Cambridgeshire and Hertfordshire Constabularies' Major Crime Unit. The role will support the three forces in achieving their business goals by providing administrative support including audio typing for all major incident documentation and secretarial support in all major crime investigations meeting the standard for use by the Crown Prosecution Service.

Key Responsibilities

- Type full verbatim transcripts of audio tapes, DVD's, 999 calls and body/head cam, of up to 2 hours in duration, to ensure that the product meets the required legal standards as dictated by the Crown Prosecution Service. Summarise to interviewing officers, SIO's and OIC's
- Type major investigation documents to meet the service needs of all three forces and National Standards utilising Holmes software, ensuring high standards of accuracy and attention to detail.
- Scanning reports and other documents then manipulating to ensure they are in a Holmes recognised format and uploading/saving in Holmes.
- Researching on the internet and databases to ensure correct details of people, companies, street names etc are entered on to transcripts.
- Keeping records considered necessary within the Major Crime Unit, including filing of documents and ensuring all files are saved within the Holmes computerised system to ensure easy retrieval for future requests.
- Liaise with interviewing officers, SIO's, OIC's and Holmes team.
- Undertake any other duties within the grade as directed by line managers (for example general clerical tasks)

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post and are not intended to restrict the scope of the post holder to perform other duties. Additional responsibilities for the post holder may be agreed on an individual basis and recorded as part of the annual performance review.

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

Financial e.g. Limits/Mandates	Non-Financial e.g. Staff Responsibility
• None	• None

Entry Requirements

- Ability to demonstrate a high level of accuracy and attention to detail.
- Demonstrates the ability to prioritise work effectively.
- Able to work as part of a team.
- Able to work with minimum supervision.
- Trustworthy for confidential information.
- Able to remain calm under pressure.
- Good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely.
- RSA II Word Processing or equivalent.



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Any other General Requirements/Scope

- This role requires the post holder to have a valid UK driving licence / the ability to travel to different locations across Bedfordshire, Cambridgeshire and Hertfordshire.
- If using a private vehicle then business insurance needs to be organised by the individual.
- To work from Welwyn garden City or Hinchbrook.
- Office hours, Monday to Friday.
- The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management & the post holder.
- Working knowledge of relevant software.
- Ability to work on own initiative and to short deadlines.
- Excellent interpersonal and team working skills.
- High level of integrity.
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



ROLE PROFILE

Personal Qualities (Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

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.

We are collaborative

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.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. 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.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

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.