



## ROLE PROFILE

<b>Role Title:</b>	<b>Firearms and Explosives Licensing Administrator</b>
<b>Rank/Grade:</b>	<b>(B) Sc4 (C) Sc3 (H) A2</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Firearms and Explosives Manager</b>
<b>Main purpose of the role:</b>	<p>Undertake the role of Firearms and Explosives Licensing Administrator, administration, guidance and service resilience across the Tri Force admin team.</p> <p>To ensure that all requests for grant and renewal applications and notification of revocation and refusals are processed to ensure privately owned firearms, shotguns and explosives are administered efficiently and effectively to ensure the safety of the public.</p> <p>To provide specialist advice to departmental staff and all three Forces on all firearms and explosives licensing matters.</p> <p>To provide specialist advice to external agencies and the public on Firearms and Explosives Licensing matters in a variety of mediums including, web based communications as the primary method of communication.</p> <p>To embrace cultural and systems change. Identifying and exploiting opportunities for change and delivering improvements to service delivery.</p>

<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>Process applications received from a variety of different sources either dealing with or filtering them to the most appropriate recipient ensuring any monies received are dealt with appropriately.</li> <li>Identify intelligence, incidents and any relevant information coming into the department and disseminate in a correct and expedient manner minimising risk to the Public and Organisation</li> <li>Maintain responsibility for systems accuracy, ensuring all processes are accurately entered &amp; recorded.</li> <li>Provide general advice on legislation relating to firearms, shotguns and explosives and the implications of the relevant Firearms Acts and Home Office guidelines to ensure legislative requirements are met.</li> <li>Process licence holders who fail to renew, ensuring that those who fail to respond are contacted and the removal of weapons is organised if appropriate.</li> <li>Maintaining and updating the National Firearms Licensing Management System, embracing and embedding any new developments in this and associated systems.</li> <li>Assist managers to collate relevant documentation for any appeals.</li> <li>Printing and posting relevant certificates and permits.</li> <li>Input into the maximisation and exploitation of the latest technology to ensure the most efficient and effective delivery of firearms licensing to the public.</li> <li>To embrace cultural and systems changes. Identifying and exploiting opportunities for change and improvements to service delivery.</li> </ul>	

<b>Agile Working</b>	Not applicable
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed

## ROLE PROFILE



Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>

Entry Requirements
<ul style="list-style-type: none"> <li>GCSE English or equivalent.</li> <li>An awareness of Firearms and Explosives Legislation.</li> <li>Experience of answering queries and advising members of the public, demonstrating excellent customer service.</li> <li>Ability to travel across multiple locations using own vehicle where required.</li> <li>Ability to interrogate computer systems, draw information and make an assessment on the findings.</li> <li>High level of attention to detail.</li> </ul>

Any other General Requirements/Scope
<ul style="list-style-type: none"> <li>Section/Location – Bedfordshire, Cambridgeshire and Hertfordshire Joint Firearms Licensing Unit.</li> <li>This is a fixed desk/team share role based at Monks Wood.</li> <li>The post holder must be able to travel across Bedfordshire, Cambridgeshire and Hertfordshire when required.</li> <li>If using a private vehicle business insurance needs to be organised by the individual.</li> <li>Vetting is required, as advised by the Vetting Unit.</li> <li>The post holder will be expected to undertake training as and when required.</li> <li>The post holder will be expected to comply with health and safety requirements.</li> </ul>
Obligatory Requirements
<ul style="list-style-type: none"> <li>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.</li> <li>There is a requirement for the role holder to meet the probationary objectives set.</li> </ul>



## 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.

## ROLE PROFILE

