



Creating a safer  
Cambridgeshire

## ROLE PROFILE

<b>Role Title:</b>	UNISON Branch Business Support Assistant
<b>Rank/Grade:</b>	Scale 2/3
<b>Reporting to:</b>	UNISON Branch Chair/Secretary
<b>Main purpose of the role:</b>	To facilitate the delivery of a professional, high quality service by providing administrative support for a variety of processes and procedures, delivering timely and accurate information.

### Key Responsibilities

- Provide comprehensive computer/word processing services, including letters and other correspondence. Ensure clerical and general administrative duties to support the Branch are carried out efficiently and effectively.
- Prepare manual or computer based records, input, update and maintain data ensuring that records are always up-to-date and available for communications, reports and management decisions to support the effective running of the Branch Office.
- Assist with the ordering, maintenance and distribution of supplies of stationery and equipment in order to support the smooth running of the branch office including, where appropriate, to assist in relevant financial processing.
- Respond to telephone calls and written forms of communication into the branch office, both internal and external sources, expeditiously and in a professional manner. This may include the organisation of meetings and events, liaising with participants, producing and dispatching information and greeting visitors when necessary.
- Maintain up-to-date computer and paper-based filing systems ensuring accuracy, confidentiality and security of information to enable effective retrieval of information.
- Sort and deliver internal and external post to ensure efficient and expeditious delivery to all departments. Prepare external post for collection by the Post Office.
- Attend and take accurate and comprehensive notes of meetings and produce minutes of meetings for Branch Executive Committee.
- Any other duties commensurate with the post.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
N/A	N/A

### Entry Requirements

- Previous experience of working within an administration based environment undertaking administrative duties
- To have experience in the use of windows based word processors and database software
- Demonstrable keyboard skills (25-35 wpm and 98% accuracy)
- To have good written communication skills in order to prepare letters and memoranda
- To have good interpersonal skills and be able to liaise with staff in person and by telephone, showing tact and diplomacy
- The ability to remain calm under pressure
- The ability to deal with distressed and/or concerned members.
- To be able to organise and prioritise a personal workload
- In appropriate circumstances, make positive decisions without reference to others
- Full driving licence essential as there are travel requirements within Cambridgeshire

### Any other General Requirements/Scope

Membership of UNISON is desirable but not essential. The role is predominantly based in Thorpe Wood Police Station, however, agile working is encouraged where possible.

### Assessment of Performance in Role

Personal Development Review (PDR)



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### Behavioural Competencies

#### Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

#### Service delivery

Understands the organisation's objectives and priorities, and how own 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.

#### Professionalism

Acts with integrity, in line with the values and ethical standards 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 demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

#### 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 the light of new information and changing circumstances. Balances 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. Explains things well, focusing on the key points and talking to people using language they understand. 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 addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.