



ROLE PROFILE

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| Role Title: | Business Support Administrator |
| Rank/Grade: | A3 (supervisory) |
| Job Family: | Business Support |
| Reporting to: | Relevant Line Manager within the department |
| Main purpose of the role: | Assist in the smooth running of the section by performing a range of administrative duties, including those of a complex nature. To provide administrative support to enable the efficient provision of service. To contribute to achieving the Force vision, purpose and values. |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> • Undertake a range of administrative duties, some of which may be complex in nature, to support a professional/operational team. • Respond to complex enquiries from internal/external customers and members of the public. Offer advice and assistance in relation to all related matters. • Research, compile and present information as required. • Act as first line manager for a team of individuals, managing performance and identify training needs through the PDR. • Adjust and organise the timing and priority of work in order to ensure that information is made available in meetings, for working groups etc. • Manage a small budget within organisational guidelines. | |

| Financial e.g. limits/mandates | Non-financial e.g. staff responsibility |
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| <ul style="list-style-type: none"> • None | <ul style="list-style-type: none"> • Line management responsibility for staff and/or officers |

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| Agile Working | |
| Psychological Assessment | |
| Return on Investment | |
| Limited Duties | |

| Entry Requirements |
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| <ul style="list-style-type: none"> • Experience in the use of IT and a good working knowledge of word processing, spreadsheets and databases. • Experience of working in an administrative role. • Experience of operating a range of office equipment. • Ability to demonstrate excellent customer service. • Ability to supervise a team. |

| Any other General Requirements/Scope |
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| <ul style="list-style-type: none"> • A context sheet should accompany this role profile. • The post holder may on occasion be required to work in different locations, e.g. attending meetings. • The post holder must have the ability to travel and if using own vehicle then business insurance will need to be organised by the individual. • The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management & the post holder. • Vetting required, as advised by the vetting unit. • The post holder will be expected to undertake training as and when required. |



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- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

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.



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Personal Qualities (Behavioural Competencies)

We are emotionally aware

I consider the perspectives of people from a wide range of backgrounds before taking action. I adapt my style and approach according to the needs of the people I am working with, using my own behaviour to achieve the best outcome. I promote a culture that values diversity and encourages challenge. I encourage reflective practice among others and take the time to support others to understand reactions and behaviours. I take responsibility for helping to ensure the emotional wellbeing of those in my teams. I take the responsibility to deal with any inappropriate behaviours.

We take ownership

I proactively create a culture of ownership within my areas of work and support others to display personal responsibility. I take responsibility for making improvements to policies, processes and procedures, actively encouraging others to contribute their ideas. I am accountable for the decisions my team make and the activities within our teams. I take personal responsibility for seeing events through to a satisfactory conclusion and for correcting any problems both promptly and openly. I actively encourage and support learning within my teams and colleagues.

We are collaborative

I manage relationships and partnerships for the long term, sharing information and building trust to find the best solutions. I help create joined-up solutions across organisational and geographical boundaries, partner organisations and those the police serve. I understand the local partnership context, helping me to use a range of tailored steps to build support. I work with our partners to decide who is best placed to take the lead on initiatives. I try to anticipate our partners' needs and take action to address these. I do not make assumptions. I check that our partners are getting what they need from the police service. I build commitment from others (including the public) to work together to deliver agreed outcomes.

We deliver, support and inspire

I give clear directions and have explicit expectations, helping others to understand how their work operates in the wider context. I identify barriers that inhibit performance in my teams and take steps to resolve these thereby enabling others to perform. I lead the public and/or my colleagues, where appropriate, during incidents or through the provision of advice and support. I ensure the efficient use of resources to create the most value and to deliver the right impact within my areas. I keep track of changes in the external environment, anticipating both the short- and long-term implications for the police service. I motivate and inspire others to achieve their best.

We analyse critically

I ensure that the best available evidence from a wide range of sources is taken into account when making decisions. I think about different perspectives and motivations when reviewing information and how this may influence key points. I ask incisive questions to test out facts and assumptions, questioning and challenging the information provided when necessary. I understand when to balance decisive action with due consideration. I recognise patterns, themes and connections between several and diverse sources of information and best available evidence. I identify when I need to take action on the basis of limited information and think about how to mitigate the risks in so doing. I challenge others to ensure that decisions are made in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I explore a number of different sources of information and use a variety of tools when faced with a problem and look for good practice that is not always from policing. I am able to spot opportunities or threats which may influence how I go about my job in the future by using knowledge of trends, new thinking about policing and changing demographics in the population. I am flexible in my approach, changing my plans to make sure that I have the best impact. I encourage others to be creative and take appropriate risks. I share my explorations and understanding of the wider internal and external environment.