



ROLE PROFILE

Role Title:	Executive Support Business Administration Apprentice
Rank/Grade:	Apprentice
Job Family:	Business Support
Reporting to:	Line Manager
Main purpose of the role:	To provide Executive Support and Chief Officers with basic administrative and clerical assistance to enable efficient working. To contribute to achieving the Force vision, purpose and values.

Key Responsibilities

- Deal with a range of basic enquiries, either in written form personal contact or by telephone
- Carrying out administrative duties such as sorting post, completing template letters and emails, data inputting and filing, stationery ordering, photocopying and scanning.
- Effectively operate computer based systems
- Assist in the gathering and collation of information connected to internal and external projects being undertaken on behalf of the Chief Constable
- Welcome and direct visitors
- Assist arrangements of constabulary events
- Provide a broad range of administrative support

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.

Entry Requirements

- Essential to have a minimum of 3 GCSE's, grade C or above or the ability to complete a pre-employment assessment.
- Basic IT Skills including the ability to use Microsoft word and excel.

Any other General Requirements/Scope

- Vetting 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



HERTFORDSHIRE
CONSTABULARY

Personal Qualities (Behavioural Competencies)

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 strives to address them. Builds public confidence by talking with 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.

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.

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.