



## ROLE PROFILE

<b>Role Title:</b>	<b>Executive Support Officer</b>
<b>Rank/Grade:</b>	<b>A4 (non-supervisory)</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Chief Officer /Chief of Staff</b>
<b>Main purpose of the role:</b>	Provide full range of research, organisational and administrative support to the Chief Constable and the Deputy Chief Constable, and to provide flexible resilience to the wider Chief Officer team. Provide appropriate support for Chief Officers with national commitments. To deliver the business in The Herts Way, the Vision for the Constabulary.

<b>Key Responsibilities</b>
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<ul style="list-style-type: none"> <li>• Effectively manage, draft and respond to all correspondence/communication (including e-mails) verbally or in writing on behalf of the Chief Officer Team. Using sound judgement and sensitivity ensure they are actioned and responded to by appropriate staff.</li> <li>• Undertake research in order to draft correspondence and documentation including speeches, presentations, briefing documents and agendas in an efficient, timely, accurate and confidential manner. Précis information and documentation summarising key points and actions.</li> <li>• Research, brief and update the Chief Officer Team on relevant operational matters. Ensure the information is obtained ethically and in accordance with relevant legislation and policy.</li> <li>• Arrange and prepare for organisational meetings. Attend meetings, record minutes and note actions. This includes taking minutes within a Gold Command in the event of a major incident. Distribute minutes following the meetings in a timely manner. Ensure all actions from meetings are updated and presented in an appropriate manner prior to the next scheduled meeting.</li> <li>• Maintain effective communications and relationships with internal and external contacts, ensuring that messages and relations contribute positively to the Constabulary's reputation and credibility – this includes the office of the Police &amp; Crime Commissioner, the Association of Chief Police Officers and other professional bodies.</li> <li>• Manage travel arrangements, meetings and other functions for the Chief Officers.</li> <li>• Compile suitable itineraries, co-ordinate arrangements for visitors to the Constabulary and ensure appropriate hospitality is provided.</li> <li>• Manage and support complex diary events, maintaining an up-to-date diary and ensure that sufficient preparation is completed prior to attendance at the appointment.</li> <li>• Ensure managers (at all levels) respond to requests for information in a timely manner and record information on the relevant Case Management System (currently DMTS).</li> <li>• Maintain accurate and systematic records of all relevant information to ensure accuracy and availability.</li> <li>• Provide IT support for the Chief Officer team when necessary e.g. setting up computers and projectors for meetings.</li> <li>• Provide advice and guidance to other secretarial support functions within the Constabulary as a professional lead to maintain standards and a consistent service.</li> <li>• Provide a supportive and constructive relationship with the Staff Officer Team.</li> </ul>
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Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

<b>Agile Working</b>	To be confirmed
<b>Psychological Assessment</b>	To be confirmed
<b>Return on Investment</b>	To be confirmed
<b>Limited Duties</b>	To be confirmed



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### Entry Requirements

- Recognised secretarial qualification or equivalent experience.
- Experience in compiling complex reports using a range of information sources.
- Experience in or the ability to take minutes at meetings.
- Experience of operating various word processing packages and Microsoft office.
- Ability to work with accuracy and attention to detail.
- Organisational skills.
- Experience of operating a range of office equipment.

### Any other General Requirements/Scope

- A full driving licence or ability to travel around the County will be required. If the post holder use's their own transport 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 agree 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.
- 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.