



Creating a safer
Cambridgeshire



ROLE PROFILE

ROLE PROFILE: Bedfordshire, Cambridgeshire and Hertfordshire

Role Title:	Administrative Support to Holmes
Rank/Grade:	Sc4, Sc3/4, A3
Job Family:	JPS – MCU – Specialist Investigation Team - HOLMES
Reporting to:	Office Manager
Main purpose of the role:	To provide an effective and efficient administrative and secretarial service delivery for Bedfordshire Police and Cambridgeshire and Hertfordshire Constabularies' Major Crime Unit. The role will support the three forces in achieving their business goals by providing administrative support including audio typing for all major incident documentation and secretarial support in all major crime investigations meeting the standard for use by the Crown Prosecution Service.

Key Responsibilities	
<ul style="list-style-type: none"> Type full verbatim transcripts of audio tapes, DVD's, 999 calls and body/head cam, of up to 2 hours in duration, to ensure that the product meets the required legal standards as dictated by the Crown Prosecution Service. Summarise to interviewing officers, SIO's and OIC's Type major investigation documents to meet the service needs of all three forces and National Standards utilising Holmes software, ensuring high standards of accuracy and attention to detail. Scanning reports and other documents then manipulating to ensure they are in a Holmes recognised format and uploading/saving in Holmes. Researching on the internet and databases to ensure correct details of people, companies, street names etc are entered on to transcripts. Keeping records considered necessary within the Major Crime Unit, including filing of documents and ensuring all files are saved within the Holmes computerised system to ensure easy retrieval for future requests. Liaise with interviewing officers, SIO's, OIC's and Holmes team. Undertake any other duties within the grade as directed by line managers (for example general clerical tasks) <p>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. Additional responsibilities for the post holder may be agreed on an individual basis and recorded as part of the annual performance review.</p>	



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The numerical measures in the role (if applicable)	
Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
None	none

Technical Requirements

- Ability to demonstrate a high level of accuracy and attention to detail.
- Demonstrates the ability to prioritise work effectively.
- Able to work as part of a team.
- Able to work with minimum supervision.
- Trustworthy for confidential information.
- Able to remain calm under pressure.
- Good standard of written and verbal communication for correspondence and reports and be able to speak to people face to face and over the telephone clearly and concisely.
- RSA II Word Processing or equivalent.

Any Other General Requirements/ Scope

- To work from Welwyn garden City or Hinchbrook.
- Post holder must have ability to travel across three counties should this be required.
- Office hours, Monday to Friday.
- 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.
- Working knowledge of relevant software.
- Ability to work on own initiative and to short deadlines.
- Excellent interpersonal and team working skills.
- High level of integrity.
- 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.
- 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.

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.



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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.

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.