



## Role Profile

### C6128 Sc5 Directorate Assistant

#### Role Description

To provide an efficient and confident personal assistant/support service to the Heads of each Directorate within the organisation.

#### Main Responsibilities

- Manage and prioritise Senior Leaders' emails, ensuring urgent matters are brought to their attention and progressing matters on their behalf where appropriate;
- Plan and organise meetings for Senior Leaders inclusive of attending to ensure appropriate facilities, draft minutes and actions and follow up on behalf of their Principal;
- Act as first point of contact to the Senior Leadership Team/Directorate, answering telephone calls and queries, responding appropriately, taking messages and proactively referring as necessary;
- Collate and provide information to support decision making at senior manager meetings;
- Under direction, draft presentational material for use by Directorate for a variety of audiences;
- Plan and action communication on behalf of the Directorate and Senior leads using the available tools; social media, internal Pocketbook and email;
- Co-ordinate with colleagues ensuring consistency of service and appropriate attendance of Principals to fulfil Constabulary expectations;
- To manage and arrange the Principal's commitments and ensure the appropriateness of attendance at events and meetings, arranging appointments, scheduling visits and making the correct travel arrangements;
- To prepare briefing documents for events, including relevant background information to ensure the Principal is clear about the event's purpose, composition of attendees and key desired outcomes;
- As required to manage and mentor individuals within the Personal assistant cohort.
- To provide an efficient and confidential Personal Assistant/Support service to the Heads of each Directorate within the organisation.

#### Rank/Scale

Scale 5

#### Reports To

Service Hub Manager

#### Supervisory Responsibility

As Above

#### Additional Information



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Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

#### Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

#### Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

#### Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

## Experience and Qualifications

#### Essential

Experience of performing a secretarial and / or personal support function  
Proficient user of Microsoft office products including outlook, word, excel and PowerPoint

#### Desirable

Experience of undertaking research from a variety of sources and draft informative briefs/reports  
Experience of managing a small team

This post has been designated as requiring the following vetting levels in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Police Management Vetting (MV) And National Security Vetting - Security Clearance Level (SC).

## Shortlisting

### SHORTLIST

#### Criteria relevant to the job

#### ESSENTIAL

#### Requirements necessary for safe and effective performance in the job

#### ADDITIONAL/USEFUL

#### Where available, elements that contribute to improved/immediate performance in the job

#### Qualifications



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QE1

QA1

### Experience

Experience of performing a secretarial and / or personal support function

EE1

Experience of undertaking research from a variety of sources and draft informative briefs/reports

EA1

Proficient user of Microsoft office products including outlook, word, excel and PowerPoint

EE2

Experience of managing a small team



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EA2

Excellent written and verbal communication skills with a wide range of internal and external parties.

EE3

EA3

Experience of diary management and arranging meetings

EE4

Previous administration experience

EE5



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Experience of managing flexible and competing workloads

EE6

#### Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: <ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my actions</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same</li> <li>• I always give people an equal opportunity to express their views</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all</li> <li>• I value everyone's views and opinions by actively listening to understand their perspective</li> <li>• I make fair and objective decisions using the best available evidence</li> <li>• I enable everyone to have equal access to services and information, where appropriate</li> </ul>	No
Core Values	Integrity	Practitioner	Behaviours: <ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations</li> <li>• I am open and responsive to challenge about my actions and words</li> <li>• I declare any conflicts of interest at the earliest opportunity</li> <li>• I am respectful of the authority and influence my position gives me</li> <li>• I use resources effectively and efficiently and not for personal benefit</li> </ul>	No



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Core Values	Public Service	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times</li> <li>• I seek to understand the needs of others to act in their best interests</li> <li>• I adapt to address the needs and concerns of different communities</li> <li>• I tailor my communication to be appropriate and respectful to my audience</li> <li>• I take into consideration how others want to be treated when interacting with them</li> <li>• I treat people respectfully regardless of the circumstances</li> <li>• I share credit with everyone involved in delivering services</li> </ul>	No
Core Values	Transparency	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> <li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others</li> <li>• I am clear and comprehensive when communicating with others</li> <li>• I am open and honest about my areas for development and I strive to improve</li> <li>• I give an accurate representation of my actions and records</li> <li>• I recognise the value of feedback and act on it</li> <li>• I give constructive and accurate feedback</li> <li>• I represent the opinions of others accurately and consistently</li> <li>• I am consistent and truthful in my communications</li> <li>• I maintain confidentiality appropriately</li> </ul>	No
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	No



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<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We are collaborative</p>	<p>Practitioner</p>	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	<p>No</p>
<p>Resolute, Compassionate and Committed</p>	<p>We are emotionally aware</p>	<p>Practitioner</p>	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	<p>No</p>
<p>Intelligent, Creative and Informed Policing</p>	<p>We are innovative and open-minded</p>	<p>Practitioner</p>	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	<p>No</p>



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<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We deliver, support and inspire</p>	<p>Practitioner</p>	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>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.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>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.</p>	<p>No</p>
<p>Resolute, Compassionate and Committed</p>	<p>We take ownership</p>	<p>Practitioner</p>	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	<p>No</p>

## NOS

NOS Unit	Unit Name	Unit Description