



Role Profile

C9463 S4 Admin Assistant

Role Description

To provide business administrative and operational support to SW ROCU, the South West regional response to serious and organised crime.

Main Responsibilities

To provide the department with an administrative service including receiving and dealing with telephone and personal enquiries, ensuring that confidential information is not disclosed.

To manage stationery levels, post and have daily responsibility for the site petty cash and income in accordance with force procedures.

To operate SAP and be responsible for raising all SW ROCU purchase orders for authorisation, ensuring goods have been received and chasing deliveries/credits with the relevant company. To maintain up to date knowledge of relevant changes in the system.

To assist the Business Team in procuring all equipment for SW ROCU, to prepare overtime, expense forms and invoices to external organisations/police forces for authorisation.

To provide PA support to the senior leadership team including planning, the provision of performance information, data analysis, the preparation of reports, minute taking, creating agendas and room bookings

To be responsible for maintaining SW ROCU's fleet; including arranging repair and maintenance, monitoring mileages and booking in vehicles for required services and MOTs

To be responsible for the arrangement and booking of resources such as accommodation, training courses and rail travel for SW ROCU staff. Ensuring training record databases internal and national e.g. Mercury, reflect accurate skill sets of SW ROCU staff.

To provide advice and guidance on admin and finance procedures to regional staff and deal with enquiries as appropriate. To prepare correspondence to the appropriate office guidelines. To provide cover for the Reception as and when required. To check manual overtime claims for accuracy, allocating the appropriate rate of pay and budget codes and updating the costing spreadsheets. To balance credit card statements against receipts, allocating a budget code and calculating the VAT element. To ensure all deposit monies are receipted and coded.

To receive by various means, reports of faults and requests for service on building and engineering equipment. To resolve reported faults by liaising with regional force Estates Team and contractors, taking into consideration security vetting clearance requirements

Rank\Scale

Scale 4

Reports To

BUSINESS MANAGER

Supervisory Responsibility



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None

Additional Information

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

The post holder must be computer literate with experience of using Microsoft packages such as Powerpoint, Word, Excel and Outlook. Previous administrative experience is essential, together with experience of updating and maintaining computerised systems. The postholder will have experience of procurement processes and experience of providing good customer service.

This post has been designated as requiring the following vetting levels in accordance with the National Vetting Policy - Police Management Vetting (MV) and National Security Vetting - Security Clearance Level SC or SC (Enhanced) dependent on working site location.

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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Experience

Computer literate with experience of using Microsoft packages such as PowerPoint, Word, Excel, Outlook

EE1

Previous experience of working with SAP

EA1

Previous administrative experience

EE2

Experience of dealing with external agencies

EA2

Experience of updating and maintaining computerised systems

EE3

Experience of working in a confidential environment

EA3

Experience of collating information

EE4



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Good attention to detail

EE5

Experience of providing good customer service

EE6

Experience of procurement processes

EE7

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none">•I take into account individual needs and requirements in all of my actions•I understand that treating everyone fairly does not mean everyone is treated the same•I always give people an equal opportunity to express their views•I communicate with everyone, making sure the most relevant message is provided to all•I value everyone's views and opinions by actively listening to understand their perspective•I make fair and objective decisions using the best available evidence•I enable everyone to have equal access to services and information, where appropriate	No



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Core Values	Integrity	Practitioner	Behaviours: <ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit 	No
Core Values	Public Service	Practitioner	Behaviours: <ul style="list-style-type: none"> • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services 	No
Core Values	Transparency	Practitioner	Behaviours: <ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately 	No



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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
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	<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>	No



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Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	<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>	No
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	<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>	No



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<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>	No
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NOS

NOS Unit	Unit Name	Unit Description