



## Role Profile

### C5393 S3 Resource Assistant

#### Role Description

To maintain duty rosters accurately and in a timely manner to ensure minimum cover is in place at all times; processing abstractions and request for time off within agreed timescales.

#### Main Responsibilities

1. To check duty rosters to ensure that minimum cover is maintained in accordance with policy and regulations.
2. To process abstractions/duty changes within policy criteria in the duty rosters and arrange backfills where required to maintain minimum cover. To authorise or reject requests for leave in line with ASP minimum staffing levels, giving valid reasons, notifying officers/staff in a timely and appropriate manner.
3. To deal with requests for resources from Force, Area or Department for pre-planned and spontaneous events, in accordance with policy and regulations.
4. To monitor and maintain relevant computer inboxes and alert their appropriate line manager to any issues identified in a timely manner.
5. To maintain the duty rostering system, advising Area / Department Resource Unit Manager/HR Manager of any structure changes or staff moves which require actioning.
6. To monitor daily sickness absence and update rosters in accordance with policy and regulations, adjusting any duties/commitments as appropriate.
7. To process Court Warnings and De-warnings, ensuring that officers/staff are notified in a timely and appropriate manner. To adjust duties to comply with policy and regulations.
8. To allocate officers and staff to training courses and maintain attendance records and skill profiles, booking/liasing with trainers and HQ Training Dept as appropriate.
9. To respond to all requests/queries in a professional and timely manner consulting with the Resource Manager, where appropriate.
10. To check the accuracy of data transferred from one computer system to another, ensuring that any issues identified are dealt with appropriately.
11. To provide admin support to the Resource Manager in the preparation and circulation of reports/stats.
12. To assist the Resource Manager in building shift patterns, ensuring compliance with policy and regulations.

#### Rank/Scale

Sc 3

#### Reports To

RESOURCE MANAGER

#### Supervisory Responsibility

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.



## Role Profile

### C5393 S3 Resource Assistant

#### Experience and Qualifications

The postholder will have:-

- The ability to re-prioritise tasks on a frequent basis due to the reactive operational nature of the job.
- Experience of working in a customer service environment where the delivery of exceptional customer service is considered to be the normal accepted standard.
- The ability to work calmly and efficiently to tight deadlines.
- Experience of high volume data input to a high standard of accuracy.
- Effective communication skills combined with the ability to solve problems.
- Experience of using software packages such as MS Office.

This post has been designated as requiring the following vetting level in accordance with the National Vetting Policy - Police Recruitment Vetting (RV).

#### 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

#### Experience

The ability to re-prioritise tasks on a frequent basis due to the reactive operational nature of the job.

EE1



## Role Profile

### C5393 S3 Resource Assistant

Experience of working in a customer service environment where the delivery of exceptional customer service is considered to be the normal accepted standard.

EE2

The ability to work calmly and efficiently to tight deadlines

EE3

Experience of high volume data input to a high standard of accuracy.

EE4

Effective communication skills combined with the ability to solve problems.

EE5

Experience of using software packages such as MS Office

EE6

## Skills



## Role Profile

### C5393 S3 Resource Assistant

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
Core Values	Public Service	Practitioner	Behaviours: <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



## Role Profile

### C5393 S3 Resource Assistant

Core Values	Transparency	Practitioner	Behaviours:	No
			<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>	
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



## Role Profile

### C5393 S3 Resource Assistant

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



## Role Profile

### C5393 S3 Resource Assistant

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
Resolute, Compassionate and Committed	We take ownership	Practitioner	<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>	No

## NOS

NOS Unit	Unit Name	Unit Description