



Role Profile

C3932 SC3 Citizens in Policing Administrator

Role Description

To provide comprehensive administrative and clerical support to the Citizens in Policing team.

Main Responsibilities

1. To undertake documented administrative processes in the CiP team e.g. new starters, training, postings and terminations.
2. To deal with all incoming contacts and correspondence, including #mailboxes, respond or redirecting as appropriate.
3. To order, maintain and track equipment and resources for the team e.g. Special Constabulary go bags and contents, cadet and mini police kit and equipment.
4. To maintain, create and update records on a variety of systems and computerised databases.
5. To handle sensitive information and ensuring that information is only disclosed to appropriate persons.
6. To run routine reports in relation to key processes or data requests and escalate any anomalies or inaccuracies.
7. To undertake all necessary administrative tasks for CiP events e.g. booking venues, refreshments, managing attendance registers.
8. To arrange meetings and undertaken associated administrative tasks such as room bookings, note taking and maintaining action logs.

Rank\Scale

Scale 3

Reports To

Citizens Programme Coordinator

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.

Experience and Qualifications



Role Profile

C3932 SC3 Citizens in Policing Administrator

Essential Criteria:

The post holder must:

Be computer literate and have an understanding of Microsoft packages.

Have a high degree of accuracy and attention to detail to include proven experience of maintaining and monitoring accurate data.

Be able to work to deadlines and meet competing demands.

Be able to manage workload with minimal supervision.

Have experience of delivering a customer focused service.

Desirable:

Experience of taking minutes at meetings

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

Be computer literate and have an understanding of Microsoft packages.

EE2

Experience of taking minutes at meetings.

EA1



Role Profile

C3932 SC3 Citizens in Policing Administrator

Have a high degree of accuracy and attention to detail to include proven experience of maintaining and monitoring accurate data.

EE3

Be able to work to deadlines and meet competing demands.

EE4

Be able to manage workload with minimal supervision.

EE5

Have experience of delivering a customer focused service.

EE6

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Policing Professional Framework	Decision Making	Practitioner	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.	No



Role Profile

C3932 SC3 Citizens in Policing Administrator

Policing Professional Framework	Leadership - Openness to change	Practitioner	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.	No
Policing Professional Framework	Leadership - Service delivery	Practitioner	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.	No
Policing Professional Framework	Professionalism	Practitioner	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.	No
Policing Professional Framework	Public service - Serving the Public	Practitioner	Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. 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.	No



Role Profile

C3932 SC3 Citizens in Policing Administrator

Policing Professional Framework	Working with others	Practitioner	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.	No
---------------------------------	---------------------	--------------	--	----

NOS

NOS Unit	Unit Name	Unit Description