



Role Profile

C5077 Sc4 Administrator

Role Description

To ensure the provision of a range of efficient, effective and high quality administrative and support services to the force and external partners. Ensure all work is delivered to a high standard within agreed timescales and in line with requirements and processes.

Main Responsibilities

- Communicate via telephone, face to face, electronically and in writing with the public, external organisations and internal and external customers, including producing electronic reports.
- Respond to and resolve, all service requests and issues, queries and complaints to achieve service aims. Receive, investigate, where necessary and action requests for services, to include premises fault reporting, conference room bookings, hospitality requirements and lockers.
- Task and allocate requests for resolution, prioritising workloads to ensure deadlines are met. Conduct audits as requested, highlight and resolve any discrepancies, to include proximity/security passes held by external partners, lockers, health and safety, fire marshals.
- Receive and process payment requests for services/expenses. Responsible for the payment of petty cash, including regular audits of cash floats and regular bank reconciliation. Responsible for the maintenance, records and reconciliation for any ATM machine on site.
- Receive cash and cheques for banking; in some cases the post holder will be responsible for handling large quantities of money or contaminated money. Count, securely package and deliver the cash to appropriate locations. Monitor in house stock levels of stationery, consumables and stores items e.g. uniform accessories across different locations. Initiate order requests to replenish the stock as required.
- Maintain appropriate filing and record systems. Audit data and equipment, reviewing, amending and deleting information, to ensure accuracy and validity. Assist in collecting information, research and project work to enable the line manager/management team to respond to queries on specific issues and/or develop ideas and improvements.
- Undertake the maintenance of relevant equipment, such as printers, speed gun, and radios etc, ensure the replenishment of consumables, and arrange any necessary equipment repairs with Technology Services or Contractors.
- To support all office administrative requirements such as collection of post, photocopying and arrangement of meetings etc. Work closely with Enquiry Office staff to facilitate continuity of service delivery.
- Organise, verify and issue ID cards for building access in accordance with security procedures.
- Manage and administer all accommodation bookings and related facilities requirements for the rooms, ensuring where appropriate correct payment is made to the force. Administer pool car bookings, fuel cards, POLACS and the volunteer driver scheme.
- To review and action monthly archiving and weeding for all force documents including, Pocket Note Books, bank reconciliations, payment request forms etc.
- Carry out routine station visits to provide administrative support and face to face services, including cover for Receptionist roles, as required.
- The postholder is required to work across all Admin Hub locations, as required in line with business needs.

Rank/Scale

Scale 4

Reports To

C5214 Admin Hub Supervisor

Supervisory Responsibility

None

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

- Knowledge and experience in the use of IT systems, e.g. SAP and MS Office applications and an ability to identify problems and take appropriate action.
- Ability to work on own initiative and as part of a team.
- Thorough understanding and daily use of IT systems, word processing, spreadsheet packages and databases, is required.
- Good analytical and problem solving skills and the ability to collect and collate data to provide information to support proposed service improvements.
- Methodical and consistent approach to the organisation of workload.
- Sound knowledge and experience of delivering a range of administrative and support services preferably in a remote location.
- Excellent customer relation skills in order to consult and resolve issues with the client, external partners, internal and external customers and the public.

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 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



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Experience

Knowledge and experience in use of IT systems, eg MS Office and bespoke packages.

EE1

Ability to work on own initiative and as part of a team

EE2

Good analytical and problem solving skills with the ability to collect and collate data

EE3

Experience and ability to methodically and consistently approach the organisation of workloads

EE4

Knowledge and experience of delivering a range of administrative and support services preferably in a remote location

EE5

Excellent customer relation skills in order to consult and resolve issues with internal and external customers and the public

EE6

Skills



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Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: <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
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



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Core Values	Transparency	Practitioner	Behaviours:	No
			<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 	
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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<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