

ROLE PROFILE	ADMINISTRATOR	 Devon & Cornwall POLICE 
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	To provide a professional and confidential administrative service to identified customers (individual, team, or unit). This support may cover, in varying proportions, all or some of the key responsibilities set out below or all of the following activities, along with other administrative support tasks in keeping with the grade of the role. • Be personally responsible for administering elements of one or more defined processes, following specific and laid down procedures and to established force or national professional/function-area standards. • Maintain paper or electronic record systems, updating or amending records in line with organisational policy and procedural guidelines. • Update and, where appropriate interrogate databases and other data sources, downloading data and manipulating or presenting information in an appropriate format. • Provide support to Superintendent/Head of Department in the form of diary management or other administrative activity. • Take responsibility for a portfolio of administrative work or specific key tasks working with limited supervision. • Provides administrative support to a range of meetings and/or events as required on a regular and/or ad hoc basis. This may include, booking venues, sending out meeting requests. It can include (but not limited to) taking notes, recording and sending out actions and following up actions to officers, staff and external partners as required to ensure those actions are completed. • Providing a customer focused response to telephone and/or face to face enquiries or requests that may involve some specialist knowledge or subject matter expertise. This includes any regular contact with members of the public, external agencies and stakeholders. • Create, update and format word documents and basic spreadsheets for use in managing and monitoring activity and general correspondence in document layouts to meet agreed standards. • Undertakes general office duties which may include making travel arrangements, raising debtor invoices through Agresso computer programme, investigates non-payment where necessary, dealing with seized cash, photocopying, printing, diary management, stationery and equipment ordering including first aid boxes and kit for departments. It is expected the postholder may be required from time to time to carry out other duties that are commensurate with the grade of the post.				
Role Type/Family	Police Staff	Grade	3	Vetting Clearance	RV (MV for FIC, SC for Surveillance Training)
Medical Assessment	NA			JE Ref.	A101
Political Restrictions	None specific to this role - refer to PSD20 working practice for more information.				
Role-Specific Training and CPD to be undertaken.	• Both Forces IT systems and databases • FOI Act • Relevant Health and Safety training				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE (For selection purposes)

Formal Qualifications required	• None
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Essential experience and specialist skills and knowledge	• Demonstrable skills in the Microsoft Office suite of products • Demonstrable skills in gathering information from a number of sources and present that information in an appropriate manner • Good planning and organising skills • Experience of working effectively without close supervision • Excellent customer care skills, with a proven ability to meet customer expectations • Experience in working as part of a team	
Essential Behavioural Competencies	• Respect for race and diversity • Team working • Community and customer focus • Effective communication	• Planning and organising • Problem solving • Personal responsibility

SECTION 3: BEHAVIOURS

BEHAVIOURS

LEADERSHIP

Community and customer focus

Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

Respect for race and diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences

Effective communication

Speaks clearly and concisely and does not use jargon. Uses plain English and correct grammar. Listens carefully to understand.

Planning and organising

Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures

Team working

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Personal responsibility

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Problem solving

Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.