

ROLE PROFILE	ADMINISTRATOR (Citizens in Policing)	 Devon & Cornwall Police
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>To ensure that all aspects of general, clerical and administrative support to the Devon and Cornwall Citizens in Policing Team are effectively carried out. In particularly to:</p> <ul style="list-style-type: none"> • To provide a comprehensive administrative support function to Citizens in Policing ensuring the department operates in an organised, effective and efficient manner so that Partners and staff receive an excellent service from the Department. • Act as point of contact in Answering telephone calls and /or emails, taking bookings and co-ordinating team diaries to meet demand and support and ensure that service delivery is maximised and bookings and Calendars are effectively maintained. • Record notes and associated partner meetings to ensure accurate records of conversations and meetings are maintained and decisions and actions agreed to are accurately reflected and disseminated to appropriate personnel. • Act as point of contact for Citizens in Policing queries, assessing written, electronic or telephone communications and responding and/or deferring as and when appropriate • To maintain established lines of communication and confidence in respect of the Citizens in Policing and ensure that the Team maintains an excellent reputation in respect of response to enquiries to both internal and external stakeholders. • Provide support and assistance to the Citizens in Policing Officers in preparing and planning preventative interventions, such as telephone calls, booking of facilities, photocopying and preparing certificates to ensure that Citizens in Policing interventions are well planned and achieve effective outcomes. • Provide Administrative support at events across Devon & Cornwall, to include signing in delegates, supporting with setting and manning CIP news-stands and disseminating information so that CIP events are delivered in an organised and effective manner, achieving high levels of delegate satisfaction. • Update and maintain the team's intervention database. Extracting data from excel databases for analysis and audits. To ensure Records of Citizens in Policing community safety delivery are accurately recorded allowing data retrieval for auditing and evaluative purposes. • Provide a reception service for visitors to the Team Offices and other members of the Team to ensure visitors to the Team receive an appropriate service. • Update resources, to include periodic stock taking and re-ordering when necessary to ensure that the CIP has a suitable supply of appropriate materials. <p>This list of duties is not restrictive or exhaustive and the post-holder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues. Duties must be completed to meet the needs of the police service.</p>				
Role Type/Family	Police Staff	Grade	3	Vetting Clearance	RV

Medical Assessment	N/A
Political Restrictions	None specific to this role
Role-Specific Training and CPD to be undertaken.	Appropriate Force IT Systems.

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

Formal Qualifications required	None	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> • Excellent organisational, administrative and interpersonal skills. • Excellent written and verbal communication skills, as well as the ability to communicate effectively over the phone • Good standard of computer literacy including a working knowledge of MS Word, Excel and Outlook • Ability to take and prepare accurate meeting notes. • Ability to work as part of a team • Ability to operate with the minimum of supervision, prioritising own workload • Ability to work with discretion and maintain a high degree of integrity 	
Essential Behavioural Competencies	<ul style="list-style-type: none"> • Respect for race and diversity • Team working • Effective communication 	<ul style="list-style-type: none"> • Problem Solving • Planning and organising • Personal responsibility

SECTION 3: BEHAVIOURS

BEHAVIOURS

WORKING WITH OTHERS

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

Teamworking

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

Effective communication

Explains complex issues, making them easy to understand. Makes sure that important messages are being communicated and understood throughout the organisation

ACHIEVING RESULTS

Problem solving

Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.

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.

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