

## JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

### A. POST DETAILS:

Job Title:	Senior Personal Assistant (Generic JD)	Current Grade:	A005
Department:	Midlands Command Birmingham	Area:	Midlands
Reports To:	Superintendent Sub Divisional Commander	No of Posts:	1
Level of vetting:	MV	Post Number:	

### B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To provide professional, efficient, proactive and confidential secretarial/administrative support to Head of Department and administrative assistance to their management team, carrying out general office duties, to support the delivery of the assigned departmental charter.

### C. DIMENSIONS OF THE POST *The key statistics associated with the post*

#### Financial – Direct or Non-Direct

None

#### Staff Responsibilities – Direct or Non-Direct

None

#### Any Other Statistical Data

None

REWARD

**D. PRINCIPAL ACCOUNTABILITIES:** *What the job is accountable for and required to deliver*

Act as the first point of contact for all customers to Midlands, ensuring they are dealt with promptly, efficiently and courteously. Receive and make telephone calls on behalf of the Head of Department, liaising with internal staff and external contacts at all levels, resolving issues proactively.

Schedule meetings with internal and external participants, prepare and issue agendas, take, produce and circulate accurate minutes and maintain a comprehensive and continuing record of decisions made.

Organise events, daily briefing packs and diary appointments for the manager to enable their time to be used effectively and to the best advantage within the organisation.

Ensure that all travel, catering and hotel arrangements are booked in accordance with BTP procedures including use of corporate procurement cards and e-procurement processes.

Receive, acknowledge, organise and reply to all correspondence in a professional and timely manner and redirect as necessary.

Support the maintenance of the Midlands Intranet System.

Data input for the development and maintenance of technical departmental databases (as required).

Assist with research, collation and analysis of information and preparation of reports, briefing papers and presentations to enable the manager to communicate with internal and external contacts and to aid their understanding of current issues on a variety of sensitive and confidential matters.

Monitor Workflow within the Midlands Secretariat team by co-ordinating the delegation of activities by the Head of Department and ensuring the delivery of timely, informed and suitable responses maintaining confidentiality as appropriate

Maintain, update and archive documents, files and folders to ensure ready access to comprehensive records in compliance with BTP procedures and Data Protection and Freedom of Information principles and provisions.

**E. DECISION MAKING:**

**Make decisions**

Prioritising for the Head of Department to maximise their productivity.

Prioritising the workload for the Sub Divisional Commander.

**Significant say in decisions**

None

**F. CONTACT WITH OTHERS:** *The frequent contacts the post holder has with others and for what purpose*

**Internal**

All levels of BTP personnel

**External**

Train Operating Companies and Network Rail; External Consultants; Contractors and Suppliers; Home Office; Local Authorities and other Regulatory Bodies, including other Police Forces.

**REWARD**

**G. REQUIREMENTS:** *The skills, knowledge, experience, qualifications and training required to perform the job.*

**Essential Criteria:**

**Qualifications and Training:**

Minimum GCSE English Language grade C or equivalent.

Must be willing to attend Customer Service Training

**Experience:**

Previous relevant PA/secretarial experience or extensive administrative experience with a high level of organisational ability and attention to detail.

Experience in exercising diplomacy, tact and discretion in managing sensitive, personal and confidential matters. Proven experience of working as a PA.

Experience of scheduling meetings and events, preparing agendas and documentation, taking and drafting accurate minutes.

**Skills:**

Proficient in MS Office applications.

Excellent verbal and written communication skills.

Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.

High standard of planning and organisational ability.

Adept at influencing and negotiating with others to achieve timely results.

Ability to remain calm whilst working under pressure and to demanding deadlines whilst maintaining a flexible approach.

Good interpersonal and customer care skills.

**Knowledge:**

**Desired Criteria:**

**Qualifications and Training:**

**Experience:**

Experience of Working in a policing or rail industry environment but not essential.

Experience of working with Senior Managers.

**Skills:**

**Knowledge:**

Knowledge of UK geography.

Data Protection Act, ERDMAS, E-Procurement

- H. ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

The job holder will be required to provide cover for colleagues within the CR Secretariat during periods of absence and unavoidable workload demands

**I. AUTHORISATION DETAILS**

Prepared By: J. Gill and J. McAuliffe

Date: 11/03/13

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date: