

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: | Leadership & Management Training Administrator | Current Grade: | A004 |
| Department: | Leadership Academy | Area: | A – Spring House |
| Reports To: | Senior Leadership Trainer | No of Posts: | 1 |
| Level of vetting: | Management Vetting | 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 and carry out general office duties.

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

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

First point of contact for all callers, contractors and visitors to the academy, ensuring they are dealt with promptly, efficiently and courteously. Intercept and make telephone calls on behalf of the Leadership Academy team, liaising with internal staff force wide and external contacts at all levels, resolving issues proactively.

Be responsible for stock control, ensuring that administrative equipment is available to trainers and lecturers. Ensure that classrooms and event locations are properly prepared and that delegates have appropriate pre-joining and course material.

Assist in the development of the academy's web presence, communication/marketing strategy and be the nominated intranet editor.

Provide a full administrative service to include (as required) typing, email, administrating accounts, room booking and processing invoices, data entry, and creating and maintaining files and databases to track, attendance, activities, workloads and assist in the evaluation process.

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

Research, collate and analyse information and assist in the preparation of timely reports, files, briefing papers and presentations to enable managers and others to communicate with internal and external contacts and to aid their understanding of current issues.

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

Maintain a safe working environment by monitoring, reporting and arranging the rectification of problems with office supplies, equipment, cleaning and general maintenance

E. DECISION MAKING:

Make decisions

Prioritising own workload

Significant say in decisions

The Leadership Academy has an inclusive ethos and the role holder will be expected to contribute to decision making.

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

Internal

All levels of BTP personnel

External

British Transport Police Authority, Her Majesty's Inspectorate of Constabulary, Training Providers, College of Policing Home Office forces, Chartered Institute of Management and external partners.

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

Essential Criteria:

Qualifications and Training:

A Level, BTEC Level III (or equivalent qualifications or experience).

Experience:

Previous administrative or secretarial 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.

Skills:

Proficient in (or willing to learn) 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.

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

Good interpersonal and customer care skills.

Ability to maintain a high degree of confidentiality.

Knowledge:

Desired Criteria:

Some knowledge of leadership and management development
Good IT skills in relation to web presence and web development

Qualifications and Training:

Experience:

Past experience of performing an admin role.
Proven experience in delivering good customer service.

Skills:

Knowledge:

- H. ANY ADDITIONAL INFORMATION:** As part of the leadership academy's commitment to continuous personal development (CPD) the role holder will be expected to demonstrate their commitment to CPD (which will be supported by the academy) while they are in post.

I. AUTHORISATION DETAILS

| | | |
|---------------------|--|----------------|
| Prepared By: | 2017 version amended by Dick Wolfenden | Date: 21/09/17 |
| Area Commander /FHQ | Mike Cowley-Freeman | Date: 1 |
| HoD: | | |
| Evaluation Panel: | N/A - Previously evaluated | Date: |

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