

## 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:	SHW Administrator	Current Grade:	A004
Department:	Safety, Health and Wellbeing Department	Area:	
Reports To:	Service Delivery Trauma Support Coordinator	No of Posts:	1
Level of vetting:	Basic	Post Number:	

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

To provide professional, efficient, proactive and comprehensive administrative support and carrying out general office duties across the SHW remit.

### 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*

Provide a full administrative service to the Safety Health and Wellbeing Team (SHW) including typing, email, processing general accounts, invoices, data entry, and creating and maintaining files and databases to track activities and workloads, and other general office duties.

Compile accurate financial, statistical and management information as appropriate. Reconcile and dispatch daily/weekly/period returns (timesheets, invoices, expenses) and process for payment or report in liaison with other departments, to agreed guidelines and timescales. As directed by manager, provide support in preparation of reports and files to enable managers and others to communicate with internal and external contacts and to aid their understanding of current issues on a variety of sensitive and confidential matters.

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

Receive, acknowledge, organize and reply to all internal and external correspondence in a professional and timely manner and redirect as necessary. Pursue and obtain medical follow up reports in pursuance of case management protocols.

Monitor, distribute and audit office stationery, passes and/or consumable and re-order stocks as required using e-procurement processes within agreed budget and accountability limits to ensure goods have been received and that appropriate resources are available when required.

Organise meetings, events, diary appointments for the manager and/or team to enable their time to be used effectively and to the best advantage within the organization. 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. Take minutes of internal meetings as requested, triage calls to direct to relevant personnel or arrange appointments as necessary.

Maintain, update and archive documents, files and folders - remaining aware of the confidential nature of Occupational Health - to ensure ready access to comprehensive 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.

May supervise one or more temporary, volunteer, work experience or administrative support staff including setting and monitoring workloads, coaching and development and motivating to improve performance.

**E. DECISION MAKING:**

**Make decisions**

Prioritizing own workload.

**Significant say in decisions**

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

**Internal**

All levels of BTP personnel.

**External**

Responding to requests for information to/from British Transport Police Authority, Her Majesty's Inspectorate of Constabulary, Department for Transport, Train Operating Companies, Network Rail, other medical agencies, medical surgeries and police services, members of the public as appropriate and directed by the management chain.

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

**Essential Criteria:**

**Qualifications and Training:**

Minimum GCSE grade C in English Language and Mathematics, or equivalent qualification or experience.

**Experience:**

Previous administrative or secretarial experience with a high level of organizational ability and attention to detail. Experience in exercising diplomacy. Tact and discretion in managing sensitive, personal and confidential matters. Experience of scheduling meetings, 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.

Good standard of planning and organizational ability.

Ability to remain calm whilst working under pressure, dealing with members of the public or to demanding deadlines whilst maintaining a flexible approach.

Ability to work on own initiative.

**Knowledge:**

**Desired Criteria:**

**Qualifications and Training:**

**Experience:**

Familiarity with BTP software packages such as e-procurement and records archiving. Proven experience in a customer service role. Experience in dealing with sensitive information in an occupational health remit (preferable but not essential).

**Skills:**

**Knowledge:**

Knowledge of the UK geography and rail network  
Knowledge of the policing environment

- 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.*

**I. AUTHORISATION DETAILS**

Prepared By:	Andy Knight	Date:	03/07/19
Area Commander /FHQ	Nisa Carey	Date:	03/07/19
HoD:		Date:	
Evaluation Panel:		Date:	

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