

## 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:	Personal Assistant	Current Grade:	A005
Department:	COG Support	Area:	FHQ
Reports To:	ACC Staff Officer	No of Posts:	1
Level of vetting:	MV	Post Number:	TBC

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

To provide professional, efficient, proactive and confidential secretarial support to a Divisional or Sub-Divisional Commander or Head of Department and administrative assistance to their management team, carrying out general office duties. This post will provide support to an ACC and his support team which is comprised of a Staff Officer and an Executive Assistant.

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

#### Financial – Direct or Non-Direct

Non-direct- responsible for tracking and reporting on spend for the manager.

#### 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 secretariat support for meetings with internal and external participants, prepare and issue agendas, attend, take, produce and circulate timely and accurate actions and maintain a comprehensive and continuing record of decisions made.
- Responsible for maintaining a dashboard of actions allocated to the ACC, delegating tasks, tracking progress and providing updates on actions underway until action is completed within the deadline.
- 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 correspondence in a professional and timely manner and redirect as necessary.
- Compile accurate financial, statistical and management information as appropriate.
- Act as the first point of contact for callers and visitors for the manager, ensuring they are dealt with promptly, efficiently and courteously. Intercept and make telephone calls on behalf of the manager, liaising with internal staff and external contacts at all levels, resolving issues proactively.
- Monitor workflow within the management team by co-ordinating the delegation of activities by the manager and ensuring the delivery of timely, informed and suitable responses maintaining confidentiality as appropriate.
- Research, collate and analyse information and prepare timely reports and 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.
- Support the Executive Assistant as required in organising meetings, 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.
- Support the Staff Officer as required by undertaking research, document preparation, and delegating work or retrieving information from across the portfolio.
- 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 work, activities and decisions for the manager to maximise their productivity
- Make decisions on delegating work and activities to other members of the management team

**Significant say in decisions**

N/A

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

**Internal**

The post holder will have contact with multiple departments at different ranks and levels of management within BTP including Divisional Commanders, Department Heads and other senior managers.

**External**

Liaison with senior representatives and others within British Transport Police Authority, Her Majesty's Inspectorate of Constabulary, Department for Transport, Train Operating Companies, Network Rail, other agencies and police services, Scottish Government, ACPO/ACPO(S), members of the public as appropriate.

**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.

**Experience:**

- Previous relevant PA/secretarial experience or extensive administrative experience with a high level of organisational ability, integrity and attention to detail.
- Experience in exercising diplomacy, tact and discretion in managing sensitive, personal and confidential matters.
- Experience of scheduling meetings and events, preparing agendas and documentation, taking and drafting accurate actions & decisions.

**Skills:**

- Proficient in MS Office applications.
- Excellent verbal and written communication skills.
- Excellent interpersonal skills with the ability to communicate and engage professionally with staff at all levels and external stakeholders.
- Excellent planning and organisational skills and attention to detail.
- Adept at influencing and negotiating with others to achieve timely results.
- Strong relationship management and team working skills with the ability to establish immediate rapport utilising integrity and approachability, ensuring colleagues and staff feel able to discuss sensitive and confidential issues.
- Able to work using own initiative, have a keen sense of priorities and be able to remain calm and generate high quality work whilst under pressure to tight time deadlines.
- High level of problem solving skills, and ability to problem solve in a high pressure fast paced environment.
- Computer literacy with an advanced knowledge of email, word processing and spreadsheet applications
- Flexible and positive attitude, tempered with tact and discretion.

**Knowledge:**

**Desired Criteria:**

**Qualifications and Training:**

- Certificate, qualification or relevant experience in use of Microsoft Office products and tools.

**Experience:**

- Demonstrable experience of contributing to the wider corporate needs of an organisation.
- Experience of working for a Police Force and the application of the Police Regulations.
- Familiarity with software packages such as e-procurement.

**Skills:**

- Audio typing and fast typing skills.
- Fluency in the Welsh language (if appropriate to location).

**Knowledge:**

- Knowledge of UK geography and rail network.
- Knowledge of working in a rail 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.*

- A self-starter, able to work unsupervised on own initiative with the ability to prioritise and multi-task.
- Post holder may be required to travel as part of their role.

**I. AUTHORISATION DETAILS**

Prepared By: Bridget Perez Date: 09.03.20

Area Commander /FHQ Elaine Derrick Date: 09.03.20

HoD: Evaluation Panel: Date:

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