

## 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 Administrator (Generic JD)	Current Grade:	A004
Department:		Area:	
Reports To:	Officer in charge/Team Leader/line manager	No of Posts:	
Level of vetting:	BV	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, carrying out general office duties.

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

#### Financial – Direct or Non-Direct

Petty Cash, up to £100 float;  
BTP Procurement Card to £2,500 limit.

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

May manage one or more administrative support staff

#### Any Other Statistical Data

REWARD

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

Provide a full administrative service to include (as required) typing, email, processing general accounts, petty cash and invoices, data entry, and creating and maintaining files and databases to track activities and workloads.

Compile accurate financial, statistical and management information as appropriate. Reconcile and despatch daily/weekly/period returns (e.g. for vehicle use, timesheets, overtime, expenses, DNA samples) and process for payment or report in liaison with other departments, to agreed guidelines and timescales. Research, collate and analyse information and prepare 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 on a variety of sensitive and confidential matters.

First point of contact for all callers, contractors and visitors, including distressed members of the public, 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, organise and reply to all internal and external correspondence in a professional and timely manner and redirect as necessary.

Monitor, distribute and audit uniform, personal protective equipment, office stationery, passes, and/or consumables 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 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.

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.

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**

Prioritising own workload

**Significant say in decisions**

**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 agencies and police services, 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 grade C in English Language and Mathematics, or equivalent qualification 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.  
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.  
Good standard of planning and organisational 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, KIM property management, records archiving and DNA database

Proven experience in a customer service and/or supervisory role

**Skills:**

Audio typing and shorthand skills

Fluency in the Welsh language (if appropriate to location)

**Knowledge:**

Knowledge of 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.*

This is a generic job description. Specific tasks may vary between posts, locations and departments

**I. AUTHORISATION DETAILS**

Prepared By: W Tucker (Reward Manager); S Adkins (HR  
Business Partner, London North)

Date: 29/11/11

Area Commander /FHQ

HoD:

Date:

Evaluation Panel:

Date: