

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:	Administrator	Current Grade:	A004
Department:	Specialist Operations	Area:	FHQ
Reports To:	Officer in charge/Team Leader/line manager	No of Posts:	generic job description - varies
Level of vetting	BV		

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

To provide professional, efficient, proactive and comprehensive administrative support to the department.

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

Financial – Direct or Non-Direct

Staff Responsibilities – Direct or Non-Direct

Any Other Statistical Data

None

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.

Monitor training qualification and recertification of CTSU officers.

Administer presentations for any projects that the department is responsible for.

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.

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.

Allocate personal lockers to officers and staff, maintain database and audits.

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

Where appropriate, assist during periods of high activity with tasks suitable to the grade at a time of pressure.

REWARD

E. DECISION MAKING:

Make decisions

Prioritising own workload

Significant say in decisions

Nil

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.

REWARD

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 software packages such as e-procurement and records archiving.

Proven experience in a customer service and/or supervisory role

Skills:

Audio typing and shorthand skills

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: T/CI Jo HARVEY

Date: 27.03.18

Area Commander

/FHQ HoD:

Date:

REWARD