

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 (Generic JD)	Current Grade:	A003
Department:		Area:	
	Senior Administrator /Team Leader		
Reports To:	/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 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;

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 include (as required) typing, email, data entry, and create, maintain and back-up files and databases to track activities and workloads.

Receive, acknowledge and reply to telephone calls and internal and external correspondence and documents in a professional and timely manner and redirect as necessary. Ensure security of access to premises by providing a first level reception service to callers.

Compile, 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 and to agreed guidelines and timescales.

Organise meetings, including booking rooms and equipment, scheduling attendees and arranging refreshments as required for meetings or special events. Arrange for travel, catering and hotel arrangements to be booked in accordance with BTP procedures.

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 equipment, cleaning and general maintenance

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 limits to ensure appropriate resources are available when required.

Use BTP systems to make small value purchases or generate and reconcile purchase orders as appropriate to role and location. Monitor orders and/or liaise with Procurement, suppliers and line managers to ensure goods and services have been received. Where appropriate, monitor invoices and petty cash against prescribed budget limits.

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

Line Managers within Area or Department

FHQ/Area Finance and Procurement Teams, HR Business Centre

External

Suppliers and visiting contractors and members of the public as appropriate.

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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 administrative experience with demonstrable organisational ability and attention to detail

Previous experience in record keeping and working to deadlines

Experience of scheduling meetings or events, preparing agendas and documentation, taking and drafting accurate minutes

Skills:

Proficient in MS Office applications.

Excellent verbal and written communication skills with good telephone manner.

Good standard of planning and organisational ability.

Ability to remain calm whilst working under pressure, dealing with a range of tasks simultaneously

Ability to work on own initiative and as part of a team

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 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: 28/11/11
Area Commander /FHQ		
HoD:		Date:
Evaluation Panel:		Date: