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JOB DESCRIPTION

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' document.

A. POST DETAILS:

Job Title:	CSEU Business Support	Current Grade:	A005
Department:	Community Safety and Engagement Unit	Area:	B Division
Reports To:	CSEU Operations Manager	No of Posts:	1
Level of vetting:	TBC		

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

Provides a professional, consistent and customer focused service across CSEU including business focused policy and procedural advice to managers and staff ensuring that this meets all relevant BTP service standards and measures and statutory requirements

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

Financial – Direct or Non-Direct

Ordering of stationery
Drawing up white forms for budget holder signature

Staff Responsibilities – Direct or Non-Direct

Any Other Statistical Data

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

Data Entry Actioning - Maintain information held on NPT officers' requirements, as to the use of their names and photos on the NPT WebPages.

Handling Internal Customer Queries - Handle queries from customers relating to administration, professionally, timely and accurately and in line with all required BTP service standards and procedures and statutory requirements. Take ownership of the query to ensure resolution.

Handling External Customer Queries - Respond to queries from external agencies within agreed timeframes and in line with data protection guidelines.

Team Reporting – As directed by the CSEU Operations Manager, assemble the required routine and ad hoc reporting information into the required formats to standards of accuracy and timeliness.

Relationship Management – Manage customer and colleague relationships (internally and externally) so as to maximize the effectiveness of BTP & BTP CSEU and ensure the good reputation of both.

Personal Development – Maintain and develop own knowledge of BTP plans, operations & activities, HR practices and developments and own personal skills within the framework of guidance and support provided by BTP.

Workload Prioritisation - Plan and prioritise own workload and work to support other team members.

Compliance - Ensure compliance with the relevant standard operating procedure and Data Protection Act.

Team Administration - Order items required by the CSEU to ensure the department functions to a high standard.

Trouble shooting – Troubleshoot routine clerical or administrative problems that occur in the day to day work, seeking guidance and input from the CSEU Operations Manager and others as necessary, in order that the team administration process delivers the required service.

Filing - Timely and accurate archiving of documentation relating to ASBO's and CBO's

Improvement – During the course of day to day delivery monitor the effectiveness of relevant team systems, processes and procedures and make suggestions periodically for improving them so that issues are brought to the attention of management and effectiveness is maximised.

E. DECISION MAKING:

Make decisions

Significant say in decisions

Trouble shoots administrative problems providing an input as to how these issues may be resolved to ensure that the CSEU process delivers the required service.

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

Internal

Neighborhood policing teams – Daily basis to ensure the information held on the BTP web pages is accurate and of a high quality, to ensure correct information is received to be able to produce quality slides for quarterly compstat meetings

Finance departments – processing white forms as and when required

Volunteers and facilitators – As and when required, ensuring hours are recorded and support is provided

External

LUL and TOC representatives – monthly basis to liaise on matters connected to the CompStat meetings

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

Essential Criteria:

Qualifications and Training:

GCSE / O Level (or equivalent) qualification in numeracy and literacy or equivalent experience.

Experience:

Skills:

Attention to detail.

Ability to work using own initiative – excellent personal organisation.

Ability to work unsupervised, prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.

Excellent written, verbal and interpersonal skills including tact and discretion.

Ability to relate impact of own role to wider organisational and departmental plans.

Strong customer service orientation.

Effective team worker with the ability to adopt a collaborative approach.

Ability to effectively resolve work related issues.

Courage to challenge.

Achievement orientation with a drive to deliver.

Knowledge:



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Desired Criteria:

Qualifications and Training:

Experience:

Experience and knowledge of the police service.

Skills:

Knowledge:

Knowledge of the Data Protection Act

- 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: Julie Deione

Date: 14/11/14

Area Commander

/FHQ HoD:

Date:

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