



NOT PROTECTIVELY MARKED

HR8:1.3

Version 1.2

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	Current Grade:	A004
Department:	Professional Standards	Area:	A – FHQ Camden Road
Reports To:	Case Management Supervisor	No of Posts:	3
Level of vetting:	Management Vetting	Post Number:	

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

To provide professional, efficient, proactive and confidential secretarial/administrative support and carry out general office duties.

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

Financial – Direct or Non-Direct

None

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*

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

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.

Receive, acknowledge, organise and reply to all internal and external correspondence in a professional and timely manner and redirect as necessary.

Advice and progress-chase line manager, liaising with and guiding BTP employees and using initiative to deal with any issues that may arise to ensure that cases are progressed in accordance with BTP KPIs and the IPCC statutory guidelines and timelines.

Prepare and assist in the collection of data for such monthly, quarterly and annual reports as may be required from time to time.

Update and maintain Centurion, ensuring accurate recording of investigations, business interests and miscellaneous matters.

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.

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 assist with the training and mentoring of one or more temporary, volunteer, work experience or administrative support staff.

E. DECISION MAKING:

Make decisions

Prioritising own workload

Significant say in decisions

None

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

Internal

All levels of BTP personnel

External

British Transport Police Authority, Her Majesty's Inspectorate of Constabulary, IPCC, PIRC, Department of Transport, Train Operating Companies, Network Rail, other police forces and members of the public.

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

Essential Criteria:

Qualifications and Training:

Minimum GCSE English Language and Mathematics grade C 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.

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.

High standard of planning and organisational ability.

Ability to remain calm whilst working under pressure and to demanding deadlines whilst maintaining a flexible approach.

Good interpersonal and customer care skills.

Ability to maintain a high degree of confidentiality.

Knowledge:

Desired Criteria:

Experience of working with the Centurion database

Qualifications and Training:

Experience:

Experience of working within a sensitive and confidential environment.

Familiarity with BTP software packages such as Centurion, ORIGIN and records archiving.

Proven experience in a customer service.

Skills:

Knowledge:

Knowledge/understanding of the guidance or legislation on complaint handling such as the Police Reform Act 2002 and the IPCC statutory guidelines. 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.*

I. AUTHORISATION DETAILS

Prepared By:	2013 version amended by Stephanie Calvert	Date: 17/11/16
Area Commander /FHQ	Detective Superintendent Williams	Date: 17/11/16
HoD:		
Evaluation Panel:	N/A - Previously evaluated	Date:

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