

JOB DESCRIPTION

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:	Station Support Officer	Current Grade:	A004
Department:	Divisional Support	Division:	Various
Reports To:	Officer in Charge	No of Posts:	67
Level of vetting:	TBC	Post Number:	

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

The Station Support Officer (SSO) provides professional, efficient, proactive and comprehensive administrative support and works in conjunction with the Officer In Charge (OIC) undertaking a range of duties required to support station and organisational needs.

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

Financial – Direct or Non-Direct

Orders specialist and office equipment.

As needed will oversee use of BTP Procurement Card to a value of £250

Staff Responsibilities – Direct or Non-Direct

May support staff providing administrative assistance

Any Other Statistical Data

None

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

Assists the OIC with the following duties, where relevant:

Corporate Assurance and Risk

1. Provides support to the OIC in completing the governance return in line with Corporate Assurance guidance.
2. Acts as Point of Contact (POC) for the Corporate Assurance Team (A Div), assisting with station engagement and collating information when required.

Information management

3. Physical records management for the station, including archiving as required, in line with Force policy as directed by the Head of Records Management.
4. Provide support to the OIC and other managers to ensure that information is stored, accessed and shared in line with Information Management policy.

Procurement

5. Monitors station supplies (office and operational), placing orders to ensure sufficient resources are in stock.
6. Logs and monitors the progress of orders and purchases.
7. Checks and records that goods have been received.
8. Sends invoices received from suppliers to the Transaction Team (A Div) for action when necessary.
9. Escalates procurement issues when necessary.
10. Books travel and accommodation in line with BTP guidance.

Vehicle Fleet

11. Carries out monthly vehicle mileage and log book checks.
12. Checks the vehicle first aid kit and replenishes stocks if required.
13. Allocates new fuel cards to vehicles, returns old cards to the Vehicle Fleet team.
14. Confirms receipt of and allocates new log books to vehicles.
15. Arranges vehicle repairs and maintenance.

Property Store

16. Assists the OIC with the day to day running of the Property Store.
17. Tracks disposals in line with BTP property guidance requirements and raises non-compliance issues with the OIC.
18. Checks overnight store on a daily basis.
19. Where appropriate physically moves property from the temp/transit store to the permanent property store.
20. Assists the OIC in the creation of property movement records.
21. Assists the OIC in coordinating support for Property Store Audits.

Corporate Services

22. Carries out regular building checks and reports building and/or maintenance issues to the facilities management provider, escalating issues to Corporate Services (A Div) when necessary).
23. Collates information to inform planned estates maintenance programmes of work.
24. Update BTP asset register as needed.
25. 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.
26. Carries out reception/front counter duties and manages the visitors book.
27. Arranges meetings and provides general meeting administrative support.
28. Provides access for any non-BTP staff (e.g. contractors, maintenance, and cleaners) and checks vetting clearance when necessary.
29. Arranges access control and reviews access control to the station.
30. Arranges branded and non-branded uniform PPE returns disposal and orders more disposal bags from the Divisional Clothing Officer.
31. Logs receipt of uniform and PPE orders and notifies the officer when the order is available for collection.
32. Receives, acknowledge, organises and replies to all internal and external correspondence in a professional and timely manner and redirect as necessary.
33. Manages the distribution and collection of all internal and external post.

REWARD

34. Completes the DX usage return in line with BTP guidance.

Safety and Occupational Health Service

- 35. Carries out regular Health and Safety (H&S) checks in line with guidance from the Safety & Occupational Service department.
- 36. Disseminates H&S information in Police Station/s and signposts to further H&S and Wellbeing resources.
- 37. Carries out station (H&S and facilities) inductions for new starters (officers and staff), ensuring that the station induction pack is kept up to date.
- 38. Acts as a Fire warden.
- 39. Ensures the H&S Red Book (hard and electronic versions) is maintained and up to date.
- 40. Raises requests for information/or training with the H&S Team.

Citizens in Policing

- 41. Carries out work experience placement and volunteer inductions to station.
- 42. Acts as work experience placements and volunteers' point of contact during the placement.

Scientific Support Unit

- 43. Ensures the DNA freezers are kept in good working order and organization.
- 44. Checks the paper work for samples and chases up where not provided.
- 45. Sends the samples as required to SSU via DX within agreed SLAs.

General duties

- 46. Provides dedicated remote support to aligned stations / OIC's as stipulated.
- 47. Deals with internal and external calls and queries and responds to requests for information from internal and external stakeholders, escalating queries where appropriate.
- 48. Researches, collates and analyses information and prepares timely reports, files, briefing papers and presentations to enable managers and others to communicate with internal and external stakeholders and to aid their understanding of current issues on a variety of sensitive and confidential matters.
- 49. Take notes and support meetings when required

50. Any other administrative support duties commensurate with the role.

E. DECISION MAKING:

Make decisions

Prioritising own workload.

Significant say in decisions

Make recommendations for business improvements when necessary.

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

Internal

Divisional teams and units, including Business Support, and A Div Departments including Corporate Services, Safety and Occupational Health, Information Management and Scientific Support Unit.

External

Suppliers, visiting contractors and members of the public as appropriate

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.

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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 grade C in English Language, or equivalent qualification

Experience:

- Previous administrative experience with demonstrable organisational ability and attention to detail
- Previous experience in record keeping and working to deadlines

Skills:

- Excellent verbal and written communication skills
- Excellent standard of planning and organisational ability
- Able 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 and as part of a team
- Proficient in MS Office applications

Knowledge:

- Understanding of BTP's operating and policing environment

Desired Criteria:

Qualifications and Training:

- Familiarity with BTP software packages such as e-procurement, property management, Niche and DNA database
- Proven experience in a customer service role

Experience:

- Proven experience in a customer service role
- Familiarity with BTP software packages such as e-procurement, KIM property management, records archiving and DNA database

Skills:

- Fluency in the Welsh language (if appropriate to location)

Knowledge:

- Knowledge of UK geography and the rail network
- Knowledge of the policing environment

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: Joanna Whiting

Date: 01/05/2019

Divisional Commander /FHQ HoD: Head of Corporate Services

Date:

Evaluation Panel:

Date

REWARD