

Cumbria Constabulary HAY JOB PROFILE		 	
Job Title:	Administration Assistant	Department:	TPA
Reports To:	PDU Sgt	Location:	Carlisle, Workington and Kendal/Barrow

This job profile has been written primarily for evaluation purposes and may not detail some less major duties allocated to the post holder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager.

It is the responsibility of the individual employee to comply with the Cumbria Constabulary Health & Safety Policy and all other relevant Health & Safety legislation.

1. JOB PURPOSE

To provide a range of professional and effective administration functions and to support Territorial Policing Areas in the delivery of front line services to managers and members of the public.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 Be a point of contact for matters relating to the victims of crime and understand the Victims Code of Practice. As part of this process initiate letters to victims of crime, ensuring that the correct support information is incorporated.
- 2.2 Maintain an accurate audit log of paper Crime files. Manage the initial filing of the paper files and process all NFA's and statements in line with agreed policy. Retrieve files on request and maintain an accurate record to ensure all paperwork can be easily located.
- 2.3 Act as the area SPOC for the co-ordination of requests for stationery items, paper, cleaning materials and other ad hoc items for staff within the policing area. Checking local stationery stock levels and making requests via the appropriate electronic systems.
- 2.4 Receive and distribute stationery items within the station and receipt in the electronic procurement system.
- 2.5 Act as the area SPOC for the reporting of faults with the building to the Estates Department. Liaise with Estates and Front Counter staff to ensure the effective management of contractors whilst on site.
- 2.6 Act as the area SPOC for multifunctional printer issues, reporting faults to the ICT helpdesk.
- 2.7 Deal with the recording and distribution of temporary event notices received in the area in a timely and accurate way, ensuring the relevant departments are aware.

- 2.8 Create and maintain accurate and up to date spreadsheets to record the following items to support area management teams: Locker keys, pocket note books, Liquor licencing requests and Penalty Notice for Disorder Books.
- 2.9 Provide a confidential typing service as required from time to time.
- 2.10 Act as an initial point of contact within the area for officers and staff to ask general queries, directing them as appropriate or dealing with the request.
- 2.11 Support and provide resilience to the Administration Officer as required, including logging and distribution of incoming mail, banking of money, payment of petty cash and attendance at meetings.
- 2.12 Undertake other duties as commensurate with the grade.

3. DIMENSIONS

There are no budgetary or supervisory responsibilities connected to this post.

4. KEY FEATURES

4.1 Framework and Boundaries

The post holder is responsible for the provision of an efficient and effective administrative service to the Territorial Policing Area acting as the initial go-to person for general information.

The post holder must be self-reliant and yet demonstrate good team working skills and will work to established practice and policy.

4.2 Important Working Relationships

The following represents a list of those whom the post holder will be expected to have good working relationships.

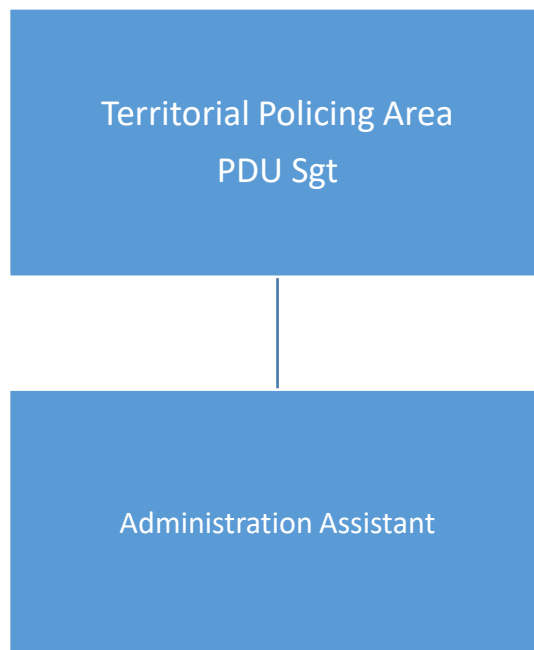
Internal:	All area based officers and staff Area operational senior managers Force Crime Management unit HQ Support Departments
External:	Members of the public External contractors

4.3 Major Challenges

The post holder has a central role in providing a point of contact for general administration enquiries whilst providing the policing area with a range of administrative support to enable the policy area to provide effective front line services.

To improve the level of support provided to the Victims of Crime by issuing timely and appropriate correspondence.

3. ORGANISATION CHART



Agreed by Post Holder: _____ **Date:** _____

Line Manager: _____ **Date:** _____

Head of Department: _____ **Date:** _____

CUMBRIA CONSTABULARY PERSON SPECIFICATION

JOB: Administration Assistant

LOCATION: Carlisle, Workington, Kendal/Barrow

Remember only the information contained in this document is used to advertise, short list and for selection at interview.

Any criterion included within either the essential or desirable elements must be objectively justifiable in order to avoid direct or indirect discrimination.

	Essential	Desirable
Experience & Knowledge Skills & competencies required. E.g. Geographical knowledge of the area, familiarity with certain legislation.	Clerical / Administrative Experience. Experience of using databases, spreadsheets and word processing applications. Demonstrate communication skills both oral and written. Ability to work under pressure. Ability to plan and prioritise. Ability to work accurately and pay attention to detail.	
Education & Training General education Specialist training	Competent in the use of Microsoft Office applications including Outlook. Good standard of education with 3 GCSE (A-C) or equivalent	Competent in the use of SharePoint or other police IT systems
Competency and Values Framework for policing (Level One)	Innovative and Open Minded Deliver, Support and Inspire Taking Ownership Critically Analyse Collaborative Emotionally Aware	
Circumstances E.g. Driving licence/mobility Shift working Unusual/irregular working hours Standby/callout		

