



Job Description

Title – Business Staff Officer

Version - 1 Date - 01/09/17

Post Number:	PC069
Grade /Scale:	6
Weekly Hours:	37
Department:	Office of the Police and Crime Commissioner
Status:	Established/Full Time
Responsible To:	Executive Manager
Responsible for:	No direct responsibility for other staff
Location Work base:	Force Headquarters, Enderby, Leicestershire, LE19 2BX
Job Role /Purpose:	To provide an efficient, informed and responsive personal assistant role to the Police and Crime Commissioner (PCC) and their SMT together with an administrative business support service to the OPCC.
Contacts:	Officers and staff of the Force of all ranks; local authority representatives, local dignitaries, contacts within the media, partners, other PCC's and their offices, members of the general public and Government Departments, e.g. Home Office, IPCC, APCC, APACE, NPCC, CJS, regional and national PCC's offices,
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

1. To be educated to 'A' level standard or provide evidence of working to that level in the form of reports, research or projects previously undertaken.

Work Experience:

2. Demonstrable experience in an administration/executive assistant/PA role in a highly pressurised environment requiring tact, judgment and discretion in handling internal and external contacts.
3. To have experience of handling confidential papers and of working in a confidential and

sensitive environment demonstrating high levels of integrity and discretion.

4. To demonstrate the ability to effectively manage multiple diaries, including researching and booking of travel and accommodation.

5. Demonstrate knowledge and experience of working within a political environment. Have awareness at all times of the need for sensitive disclosure of information and appropriate methods of communication.

6. Have experience of drafting meeting agendas, collating papers for meetings and drafting minutes.

Personal / Interpersonal Skills, Aptitudes:

7. To demonstrate the ability to communicate effectively with people at all levels, verbally or in writing.

8. To demonstrate a pro-active and flexible approach to working under pressure to meet tight deadlines. To work on own initiative and with limited supervision finding solutions to problems and taking action to address issues before problems are created.

9. To be able to demonstrate the ability to be meticulous and work efficiently under pressure.

Special Skills:

10. Advanced level in the use of Microsoft Outlook, Word, Excel and Powerpoint.

11. To have a typing speed of 60WPM and recent experience of audio typing.

12. To have access to a vehicle to be used for work purposes and be able to travel and work across the Force area as required (reasonable adjustments will be considered under the Equalities Act 2010).

Other:

Please enter text here

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

1. NVQ Level 3 or 4 in Business and Administration.

or

2. To possess ECDL Advanced or equivalent qualification

Work Experience:

Please enter text here

Personal / Interpersonal Skills, Aptitudes:

Please enter text here

Special Skills:

Please enter text here

Other:

Please enter text here

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

1. To advise the PCC and SMT members on a day to day basis of those matters, both general and confidential which require their personal attention.
2. To deal with correspondence and other confidential typing; and to compose replies to such correspondence as required. To ensure that responses to all correspondence are provided within the service standards set and the case management system is updated appropriately.
3. To manage the outlook calendars for assigned senior officer holders and ensure efficient and effective use of time for those individuals. To remind each in advance of any commitments with specific regard to persons and times.
4. Ensure appropriate briefings are provided to senior office holders, in advance, either in writing or verbal, for all external and internal appointments as appropriate.
5. To meet regularly with senior officers to forward plan diary commitments.
6. To deal with emails appropriately by responding to them on behalf of senior officers or by forwarding them to the relevant person to deal.
7. To undertake research in support of senior officer holders to ensure they are informed and briefed on a range of matters.
8. To update the correspondence handling system ensuring all items allocated to the postholder are actioned and closed accordingly.
9. To initiate requests for information on behalf of senior office holders and consolidate responses.
10. To receive and have initial contact with visitors for senior office holders including national government ministers and local authority representatives, and to have an understanding of the political implications of such visits.
11. To make any travel arrangements required by senior office holders and to make hotel reservations where necessary.
12. To liaise with the Communications and Engagement officers on diary appointments for the PCC and their SMT.
13. To accompany the Police and Crime Commissioner and their SMT on appointments when requested.
14. To manage senior office holders inbox's and deal with messages appropriately, assessing which messages are to be brought to the attention of appropriate individuals.
15. In the absence of a Business Staff Officer to provide a personal assistant service to those individuals supported by that postholder

Management/Leadership:

Please enter text here

Technical:

Please enter text here

Communication:

16. To receive and screen all incoming telephone calls to the OPCC and to re-direct or deal with such calls as necessary. To record messages and other incoming information for submission, and to seek clarification of such messages/information when necessary.
17. To receive and have initial contact with visitors to the OPCC as required.

Administration:

18. To maintain the e-filing system and to operate a bring forward/retrieval system. This is to include all private papers and correspondence, Force instructions, orders and personnel records.
19. To handle correspondence addressed to senior office holders for their personal attention, including items of a classified, secret and highly confidential nature.
20. To support the production of speeches, reports and lecture notes as required for a variety of meetings and conferences.
21. To extract information from records, files and other reference sources as required when deemed necessary to support senior office holders.
22. To collate the expense claim forms for senior office holders and submit on a monthly basis ensuring relevant claims are published on the PCC website.
23. To ensure that the Hospitality Register for the OPCC is updated on a regular basis and provide information for publication on the PCC website.
24. In the absence of the Caseworker Officer undertake logging of all correspondence and emails from the Police.Commissioner inbox and allocate accordingly.
25. Keep all stationary supplies up to date and place orders where necessary.
26. To minute meetings where required and produce draft minutes within 5 working days from the date of the meeting
27. To administer Police Appeal Tribunals to their conclusion when allocated

General:

- Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.
- Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.
- This role description should develop along with the changing demands of policing reflected in the Police and Crime Commissioner's objectives and priorities.
- Be flexible in terms of working location and be prepared to work at alternative locations required by the PCC and their SMT within the Force area, undertaking a similar role.
- This is a politically restricted role

Other:

Please enter text here

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

We analyse critically
We are innovative and open-minded
We are emotionally aware
We take ownership
We are collaborative
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

Integrity
Impartiality
Transparency
Social responsibility

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Please select one - Recruitment Vetting (RV) NPPV3 or Management Vetting (MV)
- 2) Please select one - Counter Terrorist Checks (CTC) or Security Check (SC) X
- 3) Please select one - Developed Vetting (DV) or N/A

Date line manager checked vetting level needed :

Car User: Yes / No - Essential /Casual Allowance {per mile / day etc}: Please enter text here

Budgetary Management: Yes / No x Budget Value approximate value £ Please enter text here

Additional Information: Please enter text here

Reasonable adjustments

Please enter text here

Organisation Chart



