

Cumbria Office of the Police, Fire and Crime Commissioner (OPFCC)

JOB PROFILE

Job Title: Administration Support Officer
Salary Scale: Scale 3 / 4 (£23,121 - £27,351)
Department: Office of the Police, Fire & Crime Commissioner
Reports To: Executive Support Officer
Location: Police Headquarters, Carleton Hall

All employees must ensure compliance with the Joint Cumbria Office of the Police, Fire and Crime Commissioner and Constabulary Health and Safety Policy, and all other relevant statutory Health and Safety legislation

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.

This is a politically restricted post and reference should be made to the Office of the Police, Fire and Crime Commissioner's politically restricted post policy.

1. JOB PURPOSE

- 1.1 To be one of the first points of contact within the OPFCC for members of the public and partner organisations. Answering routine enquiries, providing information and/or re-directing to appropriate service providers. To deal with received correspondence and input onto a case management system.
- 1.2 To provide an efficient, high quality support service to the Office of the Police, Fire, Fire and Crime Commissioner (OPFCC). Arranging, attending and producing minutes or notes for regular meetings and boards.
- 1.3 To be self-reliant yet demonstrate good team working skills and will work to established practice and policy.
- 1.4 The post holder will be based in the OPFCC offices to enable them to attend meetings, carry out reception and support functions.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 Carry out day-to-day administrative duties for the OPFCC including but not limited to responding to general queries, dealing with invoices, expenses, making travel arrangements and updating of the OPFCC website.
- 2.2 Act as one of the first points of contact for anyone who contacts the OPFCC, by letter, email, telephone, via the website or in person; demonstrating excellent customer service skills to address and resolve their enquiries calmly. Deal with internal and external mail, both incoming and outgoing handling it in a timely and confidential manner.
- 2.3 Provide administration support to the OPFCC in the co-ordination of committee, board and panel meetings across the organisation. Co-ordinating meeting dates, booking meeting rooms or sending virtual meeting links, sending out invitations, collation of responses and ensuring the provision of required equipment and refreshments. Collation and circulation of agendas and reports to all attendees.
- 2.4 Attending and supporting meetings by preparing minutes, notes and action sheets to provide a comprehensive record of the meeting, decisions and actions. Upload material onto the OPFCC's website where meeting agendas and reports are required to be published. Full training will be provided for this.
- 2.5 Provide cover for colleagues as required to ensure a smooth and efficient administrative service is maintained. This will include diary management, handling correspondence, providing support and administrative services for the PFCC, Chief Executive and other Senior Management as required.
- 2.6 Responsible for dealing with received correspondence and input onto a case management system.
- 2.7 Assist the Independent Custody Visiting Scheme Administrator in the running of the ICV Scheme and Animal Welfare Scheme. Including the recording of statistical data. Ensure that allowances and claims for expenses are completed correctly, approved and forwarded for payment within the correct timeframe each month. Assist in the preparation of meetings and conferences.
- 2.8 Performing such other tasks as directed by the OPFCC Chief Executive.

3. DIMENSIONS

- 3.1 The post holder has a key role in ensuring the smooth running of the OPFCC systems and processes.
- 3.2 The post holder has no supervisory or budget responsibility but is responsible for checking and processing payments of invoices and allowances.
- 3.3 The post holder will be required to provide administrative support to OPFCC officers across a broad range of areas, including at meetings, boards and panels.
- 3.4 This role is office based within the OPFCC suite of offices and will provide normal working hours office cover, ie 9am to 5pm.

4. KEY FEATURES

Framework and Boundaries

- The post holder works within existing policy frameworks and procedures. They will also work within national policies, regulatory and legislative requirements.
- Confidentiality is a key aspect of the documentation handled requiring integrity and discretion.

Important Working Relationships

- The Police, Fire & Crime Commissioner
- Chief Executive
- Chief Finance Officer
- Members of staff within the Office of the Police, Fire & Crime Commissioner
- Members of the Constabulary at all levels – Chief Officers, police officers and police staff
- Members of Cumbria Fire and Rescue Service at all levels including Chief Officers and employees
- Representatives of the community, councillors, Members of Parliament and local authorities including the Police, Fire and Crime Panel.
- Representatives of partner agencies, public sector and third sector organisations.
- Members of the public

4.3 Major Challenges

The post holder will work under some pressure in an environment where conflicting priorities require balancing to ensure that services are delivered.

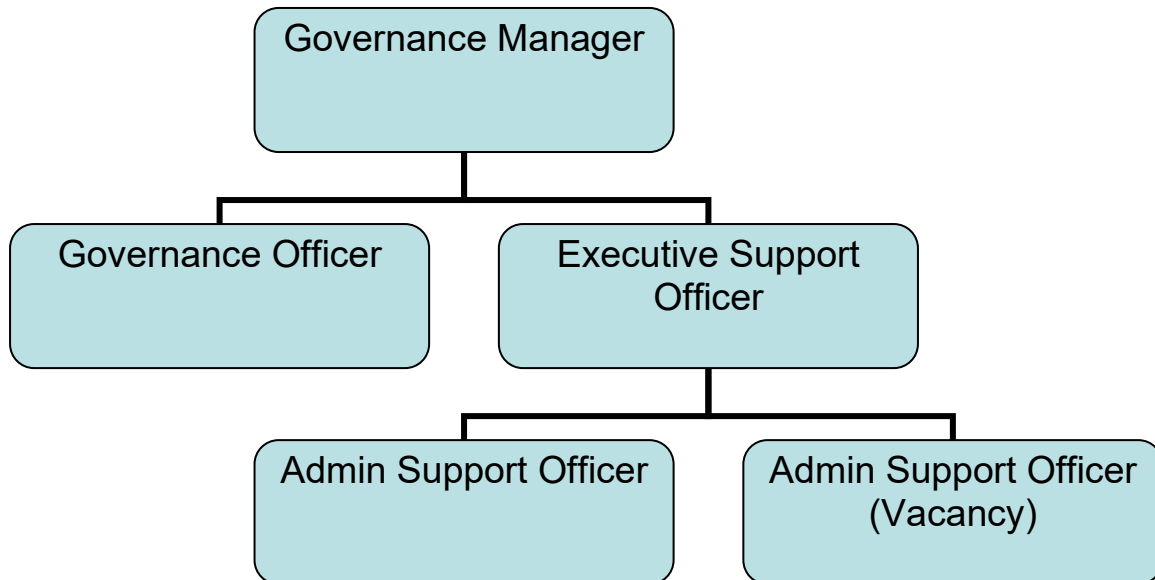
The post holder is one of the first points of contact for the public and will from time to time have to deal with people who are upset or frustrated with the police or fire service and will therefore be required to demonstrate excellent communication skills.

The post holder will work with a number of partner and third sector organisations in the preparation and attendance of the OPFCC's committees, boards and panels. They will be required to develop knowledge and understanding of the different subject matters and holding to account requirements to support managers and officers.

The post holder will need to be mindful of the politically sensitive context relating to the PFCC, and guard against potential reputational risks.

The post holder will be required to maintain a professional representation of the OPFCC in all areas of the business, including meeting visitors, attending external events and meetings.

5. ORGANISATION CHART



JOB TITLE: Administration Support Officer

Experience and Knowledge

- Administrative and clerical experience, good organisational skills, ideally within a busy office environment (e)
- The ability to plan, prioritise and work under pressure to meet tight schedules and deadlines; complete tasks under own initiative or as directed by others, identifying and managing any competing priorities (e)
- Flexible and adaptable to work as part of a busy team (e)
- Excellent communication skills both verbal and written (e)
- Customer service skills (face-to-face and/or telephone) including speaking with customers and clients and dealing with difficult or distressed individuals (e)
- Experience of attending meetings, agenda preparation, good minute preparation and report-writing skills (e)
- Proven experience of utilising Microsoft Office IT systems and products (e)

Experience of managing administration arrangements for Senior Management/ Chief Officers (d)

Previous experience of researching information and reporting upon it (d).

Previous experience of working in a confidential environment and undertaking confidential tasks and procedures (d)

Knowledge and experience of administrative and committee/board/panel procedures and office practices in a democratic public organisation (d)

Education and Training

5 GCSE's or equivalent including English and Maths and demonstrable competence in written English (e)

Competent keyboard skills (e)

Competent user of Microsoft Office Products, inc. TEAMS, Word, Excel, PowerPoint and Outlook (e)

Any higher qualification in relevant field e.g. Business Studies, English (d)

Circumstances

Flexibility in working and undertaking additional roles as and when required with the ability to be flexible in working hours.

Ability to undertake training, attend meetings around the County and travel outside the County as required.