



ROLE PROFILE

Post Title:	Admin Officer Professional Standards Department	
Grade:	LC 5	JE:1295
Location:	Professional Standards Department, HQ	
Responsible to:	Professional Standards Team Leader	

Job Purpose:

To provide administrative support to the Professional Standards Department and a high quality, efficient and effective service delivery to customers. Responsible for the initial contact and logging of complaints.

Key Responsibilities:

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- Provide administrative support to PSD ensuring efficient working practices and service delivery to include but not limited to word processing, transcription, production of management information, DMS administration etc.
- To have excellent customer service skills and ability to communicate with people at all levels in a variety of formats.
- Oversee and record all new expressions of dissatisfaction which come into the force via email, letter, telephone, online reporting, and logs and make early contact with the customer.
- Responsible for updating records, the initial research, and system checks in relation to, complaints and conduct cases, reviews received, suspensions and alternative duties etc
- Maintain manual and computerised filing systems including weeding and destruction as required and directed. Log, store securely and retrieve and copy interview tapes/discs as required.
- Responsible for arranging meetings, events, training days as required.
- To provide assistance with Meetings and Hearings as required.

- To undertake all case management duties utilising the case management system Centurion, ensuring accurate and up to date records are maintained.
- Responsible for maintaining a good understanding of policing and police systems.
- To carry out any other duties which are consistent with the nature, responsibilities and grading of the post.

Behaviours :

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

Resolute, compassionate and committed

Behaviour	Level	To be Identified by
We are emotionally aware	1	Interview
We take ownership	1	Interview

Inclusive, enabling and visionary leadership

We are collaborative	1	Interview
We deliver, support and inspire	1	Interview

Intelligent, creative and informed policing

We analyse critically	1	Interview
We are innovative and open minded	1	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

Values :

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment

or interview stage of the recruitment/selection process.	
Integrity	Impartiality
Public Service	Transparency

Knowledge / Experience		
Previous office experience of composing letters and other written communication and responding to correspondence.		Application Form / Interview
Experience of working on own initiative, investigating problems and taking appropriate action/decisions to resolve them.		Application Form / Interview
Experience of inputting, updating and maintaining computerised and manual filing/recording systems.		Application Form / Interview
	Experience of audio transcription	Application Form
Experience of working effectively as part of a team to achieve business objectives.		Application Form / Interview
Experience of dealing with people in difficult, sometimes confrontational circumstances.		Application Form / Interview
Experience of maintaining and managing confidential records, paying particular attention to detail and ensuring the accurate recording of data and the confidentiality of the information.		Application Form / Interview
Experience of communicating effectively with a variety of people, both internally and externally.		Application Form / Interview
Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint & Access.		Application Form / Interview
Other		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		

Appointment to this post is subject to an enhanced level of vetting		Vetting Process	
Willingness to travel on Constabulary business occasionally (must hold a valid driving license)		Application Form / Interview	
Demonstrates a flexible approach to working practices and hours.		Interview	

Please note that the use of the terms “Assessment & Interview” is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

Date last updated: August 2022.