

## LANCASHIRE CONSTABULARY JOB DESCRIPTION



**Lancashire**  
**Constabulary**  
police and communities together

**Post Title:** Business Support Administrative Assistant

**Location:** Lancashire Constabulary Headquarters/Division

**Responsible to:** Business Support Centre Supervisor (HQ) / Business Support Manager / Team Leader (Divisions)

**Job Purpose:** To provide Business Support Administration to the Constabulary

**Grade:** LC 2 – LC 4 (progression arrangements apply)

### **KEY RESULT AREAS**

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

- Raising orders, monitoring, verifying invoices and distribution of goods and services as instructed for HQ/Divisions.
- Accurate processing of Accounts Payable & Accounts Receivable invoices and input of BACs income and assisting in the issue and control of Petty cash.
- Maintaining record systems/databases/inventories as required in respect of all issued equipment ensuring accuracy and update regularly.
- Facilitate the Constabulary Travel policy including co-ordination of pool cars and fuel cards for the Division, and hire cars and travel and subsistence bookings Forcewide.
- Issue and control of cardkey, proximity cards, keys and lockers for the HQ/Divisions.
- Log calls for the maintenance colleagues.
- Administer requests, billing and returns for mobile phones.
- Process Civil Claims in accordance with force procedures.
- Provide cover for reception as required (HQ only)
- Deal with queries from suppliers, debtors, Divisions, and Departments.
- Assist in the administration of Health and Safety buildings related legislation including Fire Evacuation, First Aid, Display Screen Equipment, COSHH.
- Work at any location within the Constabulary Boundary in the interest of efficiency and effectiveness.

- To undertake other duties and additional responsibilities which are consistent with the nature, responsibilities and grading of the post.

**It is the postholders responsibility to apply for progression arrangements by demonstrating that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements.**

## **CANDIDATE SPECIFICATION**

<b>Essential</b>	<b>Desirable</b>	<b>To be identified by:</b>
<b>Knowledge/Experience</b>		
Experience of working in an administrative/clerical role within a busy office environment		Application Form
Experience of working with minimal supervision, organising and prioritising own workload.		Application Form/Interview
Experience of investigating problems, developing solutions and taking appropriate timely action to resolve them.		Application Form/Interview
Experience of working effectively as part of a team.		Interview
Experience of inputting, updating, and maintaining computerised and manual filing/record systems.		Application Form
Demonstrate self-motivation and willingness to develop self within role.	Knowledge of Force Procurement (ie Oracle) and contracts.	Interview
Experience of minute taking, composing letters and memos and responding to routine correspondence.		Application Form
Experience of using Microsoft Software applications (incl. Word, Excel, PowerPoint, Access, etc)		Application Form
Knowledge of Health & Safety, Equality, Diversity, and Data Protection legislation/issues.		Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external
Demonstrates a flexible and supportive approach to colleagues and willing attitude to working practices, hours, and location.		Interview

<b>Personal Qualities</b>	
<b>Decision Making</b> Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.	Interview
<b>Leadership – Openness to Change</b> Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.	Interview
<b>Leadership – Service Delivery</b> Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.	Interview
<b>Professionalism</b> Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behavior. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.	Interview
<b>Public Service</b> Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.	Interview
<b>Working with Others</b> Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	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 it deems appropriate.*

**Date last updated: February 2018**

**JE Number 1285**

## **Business Support Administrative Assistant**

### **Progression Arrangements**

**(The following arrangements are all subject to the needs of the post and not the post holder and can be superseded by management if there is a demonstrable link to the CPD)**

**LC 2**            On appointment

**LC 3**            Able to demonstrate (with minimal supervision) the ability to:

- Processing of invoices
- Coding of income and expenditure
- Interrogate financial accounting systems
- Clear errors/validation reports
- Amend and cancel purchase orders
- Deal with queries from suppliers, debtors, and staff
- Reconcile individual supplier account
- Use Microsoft Office software applications

**LC 4**            After proven satisfactory and assessable performance in the post at LC 3 level and able to demonstrate (with minimal supervision) the ability to:

- Produce non-standard correspondence
- Deal with more complex queries from suppliers and staff
- Produce less routine reports from AP system
- Experience of interpreting numerical information and policy and procedures
- Experience of analysing and interpreting numerical and verbal information
- Effective team working
- Meeting deadlines and prioritising workload
- Ability to improve efficiency within the section

### **NOTE**

Assessable performance will be determined by the first line manager and evidence through CPD.

It is the postholders responsibility to apply for progression arrangements by demonstrating that they have achieved the necessary competence under each of the criteria outlined in the progression arrangements.