

**ROLE PROFILE**

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| **Post Title:** | ICT – Admin and Stores Assistant | |
| **Grade:** | LC 4 | **JE: 1229** |
| **Location:** | Lancashire Constabulary Headquarters | |
| **Responsible to:** | ICT Team Leader – Admin Support | |

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| **Job Purpose:** |
| To provide comprehensive administrative support and stores management for the ICT department. |

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| **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.**   * To provide accurate word processing skills, ensuring precision and compliance with system protocols and organisation and operational requirements * To ensure effective and efficient service delivery within ICT Stores, through clear and concise working practices * To be responsible for the collection, collation and dissemination of incoming and outgoing data, including systems maintenance and security * To provide support to managers in the maintenance of departmental records, including leave/sickness/overtime/training for management information purposes * To communicate with all visitors to the department, including those from external and partner agencies, both in person and over the telephone, in a professional manner * To provide support to the Team Leader in respect of office duties, including the departments financial records and use of the Oracle ordering system * To provide meeting support to the ICT department * To adhere to effective systems of internal control operating within Admin and Stores, ensuring compliance with Constabulary policies and ICT National Standards. * To deliver high quality provision of customer support and service to internal and external users, ensuring service delivery is aligned to operational and customer needs * To carry out any other duties which are consistent with the nature, responsibilities and grading of the post |

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| **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.

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| **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** |

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| **Qualification** | | |
| **Essential** | **Desirable** | **To be identified by** |
| Intermediate typing/word processing/audio qualification i.e. RSA II, ULCI III, IBT2, ECDL /or ability to type at 35 wpm | Customer Service Qualification or proof of attending an in-house training course in customer service | Application Form |
|  | A qualification in the use of IT based technology using windows systems i.e. CLAIT | Application Form |
| **Knowledge / Experience** | | |
| Experience of working in an administrative/clerical role within a busy office environment |  | Application Form/ Interview |
| Experience of using Microsoft Software Applications, including MS Office – Word, Excel, PowerPoint & Access |  | Application Form/ Interview |
| Experience of providing management information and reports |  | Application Form/ Interview |
| Experience of dealing with members of the public and working in partnership with other departments and agencies |  | Application Form/ Interview |
| Experience of working to deadlines and tight timescales, within a busy environment |  | Application Form/ Interview |
| Experience of working with minimal supervision, organising and prioritising own workload |  | Application Form/ Interview |
| Experience of working on own initiative, investigating problems, developing solutions and taking appropriate timely action to resolve them |  | Application Form/ Interview |
| Experience of inputting, updating and maintaining computerised and manual filing/recording systems |  | Application Form/ Interview |
| Experience of working effectively as part of a team |  | Application Form/ Interview |
| Experience of maintaining strict confidentiality, using tact and diplomacy where applicable |  | Application Form/ Interview |
| Demonstrates self-motivation and willingness to develop self within the role |  | Interview |
| **Other** | | |
| 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 applicants |
| Required to pass relevant vetting level |  | Application Form/ Vetting process |
| Demonstrates a flexible approach to working practices and hours |  | Interview |
| The ability to travel on Constabulary business as required |  | 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 deems appropriate.

**Date last updated: June 2019**