



ROLE PROFILE

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

Job Purpose:

To provide comprehensive administrative support and stores management for the ICT department.

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

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

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 deemed appropriate.

Date last updated: June 2019