



ROLE PROFILE

Post Title:	Estates, Fleet and Facilities Management Support Officer	
Grade:	LC-5	JE: 1823
Location:	Police Headquarters, Hutton Q – Estates, Fleet and FM	
Responsible to:	Head of Estates and Facilities Management, Fleet and FM	

Job Purpose:

To provide comprehensive secretarial and administrative support to Head of Estates, Fleet and Facilities Management and the departments Senior Management Team.

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.

- Dealing with incoming enquiries, including where appropriate, response, redirection, attachments and related enquiries.
- Providing secretarial and administrative support by undertaking word processing, copying and circulation of documents.
- To take and transcribe minutes at various meetings.
- Managing diary time and co-ordinating the diaries of management team as required.
- To administer the Duty Management System for the Senior Management Team.
- To arrange meetings and functions and make necessary travel arrangements, reserve accommodation and itinerary preparation as required.
- To communicate with members of other departments, divisions and outside agencies on a variety of issues, maintaining strict confidentiality.
- To raise purchase orders via Business Support as required.
- Deal with telephone and personal enquiries, using tact and diplomacy and responding to queries wherever possible.
- Provide secretarial assistance to other members of senior management as required.
- To maintain all filing systems, manual and computerised
- To ensure standards in the main filing room are maintained
- To maintain and update the departmental mailing list as required.

- To provide general admin assistance for the department as directed by Head of Estates, ~~Fleet~~ and ~~Facilities Management~~M-
- To ensure the Gifts and Hospitality Register is kept up to date-
- To be responsible for ensuring photocopying paper and stationery levels are maintained
- To be responsible for overseeing printer / photocopier faults are reported
- To update the Departmental Intranet site as requested
- Support the Estates, ~~Fleet~~ and ~~Facilities Management~~ SMT in order to meet operational demand, with an expectation that they will assist throughout the Estates, ~~Fleet~~ and ~~Facilities Management~~ Department as required by organisational need-
- Work with customers and colleagues to ensure delivery of effective communication and management of expectations. Adopting a customer focussed approach-
- To be responsible for improving your performance by participating in the Professional Development Review (PDR) process with your manager-
- 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/Assessment
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 / WP qualification i.e RSA II, ULCI III, IBT2, ECDL or ability to type at 35 wpm		Application Form / Typing Tests
Knowledge / Experience		
Previous secretarial experience incl diary management	Experience of taking minutes and accurately transcribing minutes	Application Form / Interview
Experience of dealing with confidential information	Experience of audio typing	Application Form / Interview
Experience of planning and prioritising workloads	Experience of using mail merge function	Application Form / Interview
Experience of composing letters and memos and responding to routine correspondence		Application Form / Interview
Experience of keeping accurate records and maintaining filing systems		Application Form / Interview
Experience of working on own initiative, and meeting deadlines		Application Form / Interview
Experience of inputting and amending data and formula on EXCEL spreadsheets		Application Form / Interview
Experience of working with minimum supervision, decision making and taking action		Application Form / Interview
Promote and comply with our obligations under the Equality Act 2010, Data Protection and Health & safety legislation in the delivery of service and the treatment of others		Application Form / 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
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 deems appropriate.

Date last updated: ~~21 March 2019~~^{1st October 2021}

ESTATES, FLEET & FM MANAGEMENT SUPPORT OFFICER

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 appointment if there is a demonstrable link to PDR)

LC 4 – Upon appointment

LC 5 – After proven satisfactory and assessable performance in the post at LC4 level and able to demonstrate (with minimal supervision) the ability to carry out tasks as follows:

- Evidence of dealing with enquiries using tact and diplomacy
- Evidence of competence in diary management
- Evidence of providing accurate minutes / actions in meetings
- Evidence of providing effective secretarial and administrative support
- Demonstrate competence across full range of duties and working independently

Note

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

It is the post-holders 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.