

### **JOB DESCRIPTION**

<b>Post:</b>	Business Support Officer	<b>Post No:</b>	TBC
<b>Grade:</b>	C	<b>Job Evaluation Ref:</b>	
<b>District/Department:</b>	Office of the Police & Crime Commissioner		
<b>Location:</b>	Wymondham		
<b>Reporting to:</b>	Performance and Scrutiny Manager		
<b>Responsible for:</b>	Not Applicable		

### **ACTIVITIES AND RESPONSIBILITIES OF THE POST**

#### **1. Principal purpose of the role**

- To provide a proactive and comprehensive administrative support function to service the Police and Crime Commissioner and to the wider OPCCN team.

#### **2. Main activities of the role *(This list is not exhaustive)***

- Manage all correspondence for the Police and Crime Commissioner and corporate management team
- Manage all diary appointments for the Police and Crime Commissioner and corporate management team
- Undertake a wide variety of administrative tasks to ensure the efficient running of the OPCCN which includes:
  - postal duties
  - answering telephones, taking messages and/or provide advice and guidance as appropriate
  - facilitate research and manage bookings for travel and accommodation
  - facilitate research and manage bookings for meeting rooms and ensuring adequate refreshments are available where required
  - draft agendas, record minutes and actions from key service delivery meetings both internally and externally
  - circulate meeting papers in a timely manner as directed by business leads
  - ensure distribution lists are routinely updated
  - maintain adequate stationery levels to secure efficient and effective running of the OPCCN
  - monitor and respond to emails received in the general OPCCN email account
- Place orders for supplies and/or services using electronic finance packages. Process invoices and expenses forms for both OPCCN staff and volunteers providing services to the Police and Crime Commissioner.

- Support the Performance and Scrutiny Manager on general office procedures relating to new staff and staff inductions which will include arranging for security and parking passes and drafting of contracts.
- Support the Complaints and Compliance Officer in the processing of Freedom of Information Act requests including carrying out research as and when required.
- Provide support to the Performance and Scrutiny Manager on all matters pertaining to information management compliance and update the PCC and Staff OPCCN handbooks as directed.
- Any other duties that are commensurate with the role and grade as may be requested by management.

### **3. Special conditions/Points to note**

- The post holder will need to be able to operate in an environment that requires political awareness and the ability to process information of a sensitive and confidential nature.
- The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- This role will require the post holder to be flexible in terms of traveling around the county to attend meetings as directed by the Performance and Scrutiny Manager. On occasions you will be required to work in the evenings to provide logistical and administrative support to public meetings. Police Staff conditions of Service will be adhered to in such instances.

### Person Specification

<b>Post Title:</b>	Business Support Officer	<b>Responsible To:</b>	Performance and Scrutiny Manager
<b>Grade:</b>	Band C	<b>Salary Range:</b>	£20,619 - £23,235
<b>Location:</b>	Based at the Office of the Police and Crime Commissioner for Norfolk (OPCCN), Jubilee House, Falconers Chase, Wymondham	<b>Responsible for:</b>	Not applicable
<b>Specification Headings</b>	<b>Specification for this Job</b>		<b>Essential / Desirable</b>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Minimum of two years' experience working in an administrative role</li> <li>• Experience of dealing with a wide range of people at all levels.</li> <li>• Experience of working as part of a team.</li> </ul>		E E E
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent</li> <li>• Administrative qualification at NVQ Level 3 or above</li> </ul>		E D
<b>Skills, Knowledge and Personal Qualities:</b>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Good communication skills, both oral and written</li> <li>• Good standard of ICT skills with experience of using Microsoft Office</li> <li>• Good interpersonal skills and the ability to work with people across all levels</li> <li>• Ability to work under pressure and to tight timescales</li> <li>• Literate and numerate</li> <li>• Flexible approach to work and changing priorities</li> <li>• Ability to problem solve and work under own initiative with limited supervision</li> </ul>		E E E E E E E D
<b>Other Factors (if any):</b>	<ul style="list-style-type: none"> <li>• Requirement to attend meetings, some of which are held in the evening, and in venues around Norfolk.</li> </ul>		