

JOB DESCRIPTION



Role title:	Business Support Assistant
Grade and salary:	C/D (£20,607 - £25,353)
Hours:	37 hours
Department or Division:	Finance & Business Services
Location:	Force Headquarters
Post reports to:	Central Business Support Team Leader
Suitable for job share or part-time:	Yes
Other considerations:	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.

PURPOSE AND DESCRIPTION OF JOB ROLE:

To work as part of the Central Business Support team to deliver a wide range of Administrative Support.

SPECIFIC ROLES AND RESPONSIBILITIES:

To provide general administrative support to the organisation including recording information on force and third party computer systems.

To accurately process and record information in accordance with published timetables.

To adhere to appropriate regulations and policies and take corrective action where necessary.

To deal with enquiries from internal and external customers in a timely manner, personally resolving matters or ensuring appropriate handover.

To provide resilience through generic working to deliver robust support services in line with Force and Team priorities.

Central Business Supports areas of business are:

- Staffing a busy Reception desk.
- Duties involved in running a Despatch office/Post Room.
- Working in the Uniform and Equipment Store.
- Administration of police linked security alarms.
- Administrative functions in relation to road traffic collisions
- Other general administrative duties.

SKILLS AND EXPERIENCE REQUIRED:

Essential:

Proven ability to prioritise and manage work to undertake a diverse range of tasks.

Demonstrate an ability to multitask and be flexible when undertaking tasks.

Proven Customer Service skills and experience.

Good IT skills, including knowledge of Microsoft products or equivalent.

GCSE English (Grade C) or equivalent.

Desirable:

Experience of working in an administration environment.

Ability to work in a multi-discipline customer service focused team.

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem solving and innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational and technical awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.