



Role title:	Operational Business Support Assistant
Grade & salary:	E (£20,199 - £25,380)
Working hours/shift pattern:	37 hours per week
Additional allowances:	
Location:	Chesterfield
Post reports to:	Operational Business Support Team Leader
Suitable for job share or part time:	No

Date last reviewed: October 2020

Purpose and Description of Job Role:

To ensure Operational Business Support meets its objectives and service standards by performing an effective and efficient exhibit handling, management and storage service for all seized and forensic exhibits.

The post holder will be part of a wider Operational Business Support team with colleagues based at different locations across the force.

Specific Roles and Responsibilities:

- To adhere to, implement and enforce policy and procedure appropriate to exhibit management and Operational Business Support.
- To act as the Constabulary specific point of contact for all seized and forensic exhibits.
- Adhere to specific policy and procedure regarding the handling, storage and continuity of all seized and forensic exhibits.
- Effectively operate the Divisional Exhibit Stores and associated disposal / return procedures.
- Process seized cash for return or banking.
- Follow specific Health and Safety guidelines regarding the handling and storage of seized, forensic and drug exhibits within the associated exhibit storage areas.
- Responsibility for the exhibit handling service, ensuring officers and staff adhere to policy and procedure.

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- Deal with officers, staff and members of the public face to face or via the phone regarding seized and forensic exhibit matters.
- Build and maintain professional and effective partnerships with associated teams and departments.
- Use computer systems to interrogate, record and audit seized and forensic exhibits
- To be able to work effectively alone or as part of a team.
- Make accurate judgement and decisions to ensure quality of service.
- Be resilient and have the ability to deal with multiple tasks to meet competing demands.

Skills & Experience Required:

Essential:

- Excellent written and verbal communication skills.
- Experience of working in a fast paced environment with a requirement to meet challenging deadlines.
- Ability to perform regular physical manual handling tasks.
- Experience of interacting directly with internal and external departments as well as members of the public.
- Experience of resolving problems in a confident manner.
- Excellent interpersonal skills.
- Experience of lone working without supervision

Desirable:

- Ability to work from other locations within the county if required.
- Knowledge or experience of working with seized exhibits.

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Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that 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 & 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 & 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 & 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.

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