



Role title:	Apprentice
Working hours/shift pattern:	37 hours p/w
Additional allowances:	Not applicable
Location:	Force Headquarters, Ripley
Post reports to:	To be confirmed on appointment
Suitable for job share or part time:	Not applicable
Other considerations (e.g. travel)	Not applicable
Date last reviewed:	February 2020

Purpose and Description of Job Role:

These apprenticeship opportunities are within a number of departments at Force Headquarters, Ripley. The role involves undertaking clerical and administrative duties to support the department's objectives and will also involve studying with our recognised training provider to gain an appropriate level 3 vocational qualification.

Specific Roles and Responsibilities:

- To uphold the Force's principles of Doing the right thing, Making a difference and Shaping the future
- To provide clerical and administrative support, including but not exhaustive to:
 - To collect and distribute mail
 - To accurately input and retrieve data as required
 - To gather documents using relevant IT systems
 - To deal with enquiries and respond to queries either by email, telephone or in person
 - To undertake photocopying, scanning and filing
 - To track correspondence and collation of information
 - To participate in team meetings
 - To make arrangements for meetings and associated administrative task as requested
 - To monitor and maintain the stationery and supplies ensuring adequate stock levels
 - To undertake other clerical/administrative tasks as required
- To participate in probationary appraisals, undertaking any personal development needs identified through this process

Our principles

Doing the right thing Making a difference Shaping the future



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- To undertake the required apprenticeship training and associated qualification work
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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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