



<b>Role title:</b>	Section Business Support Officer
<b>Grade &amp; salary:</b>	Grade C £16,923 - £19,317
<b>Working hours/shift pattern:</b>	Full time – 37 hours per week
<b>Additional allowances:</b>	N/A
<b>Location:</b>	North Division – Clay Cross
<b>Post reports to:</b>	LPU Inspector
<b>Suitable for job share or part time:</b>	Yes
<b>Other considerations (e.g. travel)</b>	You may be required to travel throughout the Force area and other locations.
<b>Date last reviewed:</b>	

### Purpose and Description of Job Role:

Provision of general administrative support within the Section

### Specific Roles and Responsibilities:

- Business support to Section and Section Inspector, local point of contact, maintains calendar, organise meetings, prepare minutes, manage correspondence. Also responsible for local staffing related accommodation administration.
- To maintain systems and monitor databases to assist the section in complying with Force policies and procedures, including allocated funding and performance information.
- Main point of contact for general section enquiries on behalf of Section Inspector.
- Section administrative responsibilities including complaints, health and safety/risk assessments, local first aider, community speed watch, fleet and facilities management related administration, including liaison with contractors.
- Point of contact for deliveries and postal records.
- Section security procedure compliance including Airwave radio and CS gas audits, drugs safe, CCTV and Firearms administration. Also local security staffing administration and point of contact for new starters.
- To be responsible for the movement of property within Section temporary property stores.
- Section fire warden, related administration, and point of contact.
- Point of contact for Police Support Volunteers.
- Section finance, banking and purchasing administration.
- Additional support related projects from time to time as required of role.

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- To carry out any other reasonable duties within the overall function commensurate with the grade and level of responsibility of the post
- To support local supervision/Inspector with tasks, projects and initiatives
- To ensure that confidentiality is maintained at all times
- To be flexible when required to assist with operational demands

## Skills & Experience Required:

### Essential:

- Current or recent experience of working in an administration environment
- GCSE English - Grade C (or equivalent)
- Ability to plan and organise work to undertake a diverse range of tasks.
- Ability to engage in manual handling activities
- Demonstrate attention to detail and ability to work under pressure
- Proven Customer Service skills and experience
- Evidence IT skills, including working knowledge of Microsoft products or equivalent.

### Desirable:

- Recent experience and knowledge of working within a policing environment
- Knowledge of health and safety legislation
- RSA II Typewriting or RSA II Word Processing or equivalent or proven competency

## 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.

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**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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