



Role title:	Safeguarding Co-ordination Hub Administrator
Grade & salary:	Grade D (£19,689 - £24,156)
Working hours/shift pattern:	37 hours per week
Additional allowances:	None
Location:	Force Headquarters, Ripley. Shand House, Darley Dale. Council House, Derby, Cardinal Square, Derby
Post reports to:	SCH Supervisor/D/Sgt
Suitable for job share or part time:	Yes
Other considerations (e.g. travel):	Due to the nature of the role, a flexibility around working hours and location, with a willingness to travel is essential.
Date last reviewed:	

Purpose and Description of Job Role:

This area of business involves processing and managing the level of risk posed by offenders to adults and children. With the appropriate level of supervision and support you will be required to make decisions regarding the level of risk and document your findings. You will also be required to become involved in the disclosure process for providing partner agencies with confidential data regarding vulnerable children, adults and domestic abuse.

These various roles will provide administrative and text processing support to the Investigation Units, which operate in line with Force Policies under each discipline. Working as part of a team within Public Protection you will provide the administrative function, which underpins the whole process.

These units are required to process information relating to children and adults, which may be of an upsetting and/or distressing nature. All posts will require you to undertake mandatory counselling appointments.

Specific Roles and Responsibilities:

- Carry out the administrative functions with regard to inputting & maintaining records.
- Use computer systems to retrieve information.
- Process incoming telephone calls.
- Use & update Force databases such as PNC and Niche in line with operating procedures.
- Upload documents to existing records.
- Gather information to support action regarding managing the risk.

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- Provide a customer service.
- Update and manage sensitive information.
- Maintain the necessary documentation to ensure the smooth running of the units.
- Update local intelligence systems linking all known persons and addresses to aid the Local Policing Units to aid decision making for any other safeguarding concerns
- Provide administrative support for the Initial Child Protection Conferences (ICPC), Domestic abuse Review Team (DART) or the MARAC (Multi Agency Risk Assessment Conference)
- To carry out any other reasonable duties within the overall function within the Safeguarding Co-ordination Hub

Skills & Experience Required:

Essential:

- GCSE grade C or 4 English Language or equivalent qualification or previous experience of writing reports and correspondence.
- Previous experience of office or administration work.
- Good communication skills and experience of dealing with customers.
- Previous experience in the use of Microsoft products or equivalent and have good keyboard skills.
- Experience of input/retrieval of data from computer systems.
- Ability to multitask
- Work in a pressured environment

Desirable:

- Previous experience in partnership working.
- RSA typing qualifications.
- Experience of working with sensitive/confidential data.
- Experience of Police Database systems such as PNC & Niche.

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.

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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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