

JOB DESCRIPTION



Role title:	Custody Administrator
Grade and salary:	D, £21,018 - £25,353
Hours:	37 hours per week
Department or Division:	Criminal Justice, Custody & Identification
Location:	Wyatts Way, Ripley
Post reports to:	Learning & Development Sergeant, Criminal Justice
Suitable for job share or part-time:	Yes
Other considerations:	<p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>Please be advised, due to the nature of the role, it is essential to have access to transport and be willing and able to travel to different work locations on occasion.</p> <p>Please note, manual handling may be required as part of stock management on occasion.</p>
Date last reviewed:	November 2022

PURPOSE AND DESCRIPTION OF JOB ROLE:

To provide daily administrative support to the Force Custody Suites and to ensure that we have the right people in the right places to deliver our daily business needs across the department. This will be achieved by managing staffing levels, daily operational and training abstractions, and the entitlements of all custody officers.

SPECIFIC ROLES AND RESPONSIBILITIES:

- Be responsible for stock rotation and maintaining appropriate stock levels in all suites
- Undertake general housekeeping duties within Custody and maintaining paperwork and records
- Dealing with queries, tracking correspondence and collation of information
- Arrangement of meetings, preparation and minute taking where appropriate
- Booking, updating and allocating officers to various training courses
- Researching, collating and compiling duty rosters for all custody staff members using the ORACLE Duty management System (DMS), ensuring high levels of accuracy at all times. This

will include monitoring and managing staffing issues, taking into consideration Police Regulations, Working Time regulations and Police Staff regulations

- To carry out any other reasonable duties within the overall function commensurate with the grade and level of responsibility of the post

SKILLS AND EXPERIENCE REQUIRED:

Essential:

- Proven clerical / administrative skills & experience that may include;
 - Minute/note taking,
 - Planning and organising work to undertake a diverse range of tasks
 - Good keyboard skills
 - Accurately maintain records using administration skills and clerical systems
 - Experience of stock management
 - Experience in maintaining and monitoring data and preparing information to support a Management Team
 - Competent in Basic-level skills in Microsoft Outlook, Word and Excel and central IT systems
 - Working under pressure to tight or sudden deadlines
- Experience working as part of a team
- Good communication skills, both in person and on the telephone, using tact and diplomacy as required
- The ability to work using your own initiative, prioritise tasks; able to adopt to a flexible approach to working conditions
- Good problem-solving skills and the ability to use own judgement to make decisions
- Able to follow policy guidelines and regulations; independently working with minimal supervision
- Be able to effectively provide an overview of the Custody teams, ensuring that operational resilience is maintained

Desirable:

- Knowledge of the complexities of shift systems and duty rostering
- Working knowledge of Police Regulations, Working Time Regulations, Police Staff Regulations and employee conditions of service
- Knowledge of Force IT systems including Niche and DMS
- Knowledge of Health and Safety legislation

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.