



Derbyshire Constabulary

Job Description

INTEGRITY

RESPECT

PERFORMANCE

RESPONSIBILITY

INNOVATION

Closing Date	Tuesday 4th July 2017, 23:55pm
HR Service Centre Contact	Kirsty Beresford Internal 733 1001 External 0300 122 8900
Role Title	Public Protection Administrator
Grade and Salary	Grade D £17,544 - £21,618 Successful applicants would normally be appointed on the bottom of the salary grade. Exceptions may apply.
Hours	37 hours per week
Suitable for job share or part time	Yes
Department or Division	Public Protection, Crime Support
Location	City Mash, Council House, Derby
Post Reports to	CRU Supervisor
Other Considerations	Please note that, due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK up to the date of the application and Home Office approval for indefinite leave to remain within the UK. All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.

Please note that applicants who are currently or who may be in the future subject to the terms and conditions of the Re-organisation, Redeployment and Redundancy policy (internal Police Staff policy) will be prioritised in the process should they choose to apply.

EQUALITY COMMITMENT

Derbyshire Constabulary is committed to equality and welcomes applications from suitably qualified people from all sections of the community in an effort to reflect the diversity of the community we serve. As part of this commitment, all applicants with a disability who meet the essential criteria for any police staff post will be invited to interview.

Derbyshire Constabulary has been awarded the Work Life Balance standard and can offer a range of benefits including a final salary pension scheme, flexible working and childcare vouchers.

Purpose and Description of Role:

The areas covered within Referral Unit include Child Abuse Investigation Domestic Violence), and Vulnerable Adult Investigation

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 violence.

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 Role 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 ViSOR, PNC and Niche in line with operating procedures.
- Gather information to support action regarding managing the risk
- Provide specialist advice and knowledge
- Provide a customer service
- Gather relevant information about cases ahead of meetings and circulate to all relevant attendees
- Update and manage sensitive information
- Attend meetings where necessary and prepare basic minutes
- Ensure that the relevant data is collected to facilitate accurate management of the outcomes
- Liaise with key local agencies
- Develop and maintain the necessary documentation to ensure the smooth running of the units
- To uphold the Force's Values of Performance; Innovation; Responsibility; Respect; Integrity.

Skills & Experience required:-**Essential**

- GCSE grade C 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.

Desirable

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

Please use the attached application form to register your interest in this role. CV's will not be accepted but additional sheets can be attached to the application form to ensure you capture your relevant experience and skills.

PERSONAL QUALITIES

The post holder will be assessed for appointment against the following behaviours. Derbyshire Constabulary's staff are assessed against these behaviours

Decision Making	Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.
Leadership	<p>Openness to change Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change. Takes an innovative and creative approach to solving problems.</p> <p>Service delivery Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.</p>
Professionalism	Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.
Public Service	Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

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Working with others	Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.
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Checked by:
Date: