



<b>Role title:</b>	Business Support Officer
<b>Grade &amp; salary:</b>	D (£17,721 - £21,837) pro rata
<b>Working hours/shift pattern:</b>	22.5hrs – Wednesday Thursday Friday
<b>Additional allowances:</b>	Flexi-time
<b>Location:</b>	EMSOU SB - Derby Special Branch St Mary's Wharf
<b>Post reports to:</b>	Office Manager / Detective Sergeants
<b>Suitable for job share or part time:</b>	Yes
<b>Other considerations (e.g. travel)</b>	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. The post holder is required to be STRAP inducted (A further level of enhanced security clearance) This process involves the completion of a detailed nationalities form, including family members. Any appointment would be subject to achieving SC/MV and STRAP vetting status.

**Date last reviewed:** 30/5/2018

### Purpose and Description of Job Role:

To provide support to the Special Branch office carrying out national CT vetting requests on behalf of Derbyshire Constabulary and general administrative duties to include national single point of contact for Overseas Registrations.

### Specific Roles and Responsibilities:

- Carry out National Counter Terrorism vetting checks
- Single point of contact for Overseas Registrations administrative enquiries
- Single point of contact for Training administration for Derbyshire SB
- Communicating internally and externally on behalf of EMSOU SB to aid the day to day business of the department.
- Assist with the day-to-day administration ensuring accurate records are maintained
- Maintaining confidential filing and record keeping systems
- General office stationary management and ordering
- Deal with telephone calls and visitors to the Unit. Where appropriate, take messages for other

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members of staff, action routine enquiries and provide a high quality of customer service.

- SPOC for Derby SB management of fleet vehicle and monthly returns, arranging service inspections
- To carry out any other reasonable duties within the overall function commensurate with the grade and level of responsibility of the post
- The successful candidate will be expected to uphold the Force Values

## Skills & Experience Required:

### Essential:

- Experience of producing written correspondence to a high standard, ensuring accuracy and attention to detail at all times.
- Good IT skills, including using Microsoft Office products.
- Experience of performing general clerical and administrative duties.
- Ability to plan and organise work to undertake a diverse range of tasks.
- Experience of developing and maintaining office systems.
- Good verbal communication skills.
- Hold a full driving licence and will to travel on occasions regionally (reasonable adjustments considered under the Equality Act 2010).

### Desirable:

- NVQ Level 2 Business Administration or experience of providing a high level of administrative service within a fast-paced environment.
- Experience of taking minutes.
- Experience of working with sensitive information

## 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 in 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

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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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