



Humberside Police

Serving our communities to make them safer and stronger

Role Requirement



Position Title: Business Support Clerical Assistant

Grade: SC2/3

Command/Dept: Finance and Business Services (FAB)

Overall Purpose of the role: Undertakes a wide range of clerical/administrative and support service duties to support the Force.

Generic Tasks

1. Undertakes a broad range of everyday clerical duties e.g. Stationery, reconciliation, Mail Room and franking machine duties, photocopying, minute taking etc however, some tasks may be of a non-routine nature and require a degree of interpretation and initiative. Maintains appropriate records and inventories, files documentation. Reconciles associated accounts and provides financial/statistical information as required.
2. Undertakes routine preparation of reports and correspondence as required.
3. Processes allowances and claims, ensuring compliance with Police Regulations, Police Staff Council Handbook and associated Force Policy & Guidance.
4. Undertakes and maintains a range of administrative procedures in relation to car hire, hotel and travel bookings, organising meetings and ceremonies, meal vouchers, catering arrangements, Humber Bridge passes, Pedlars certificates, alien registrations, fixed penalties, locker allocation, officers notebooks etc, ensuring all requests meet pre-determined criteria.
5. Maintains various income and expenditure accounts, collects, balances and banks cash, issues receipts and cash on presentation of authorised vouchers and gives the appropriate advice in relation to these matters.

Specific Tasks

Progression to scale 3 is dependent on candidates displaying competency in the following areas:-

Satellite Staff

- Is able to operate Imprest system or float where appropriate;
- Problem solving using minimum resources, appropriately recognising when to refer matters to the Business Support Officer or senior colleague;
- Provides admin support functions with little guidance from the Business Support Service – demonstrating independence to progress issues and solve problems such as follow-up, commit resources & keep accurate and relevant records

Central Business Support Staff

- Has a detailed knowledge of complex issues including a thorough knowledge of processing and resolving queries relating to overtime and a wide range of claims;
- Identifies & uses a full range of appropriate procurement methods;
- Self & peer development – identifies gaps in knowledge to plan & initiate training accordingly;
- Understands, utilises & applies the financial coding structures for the Force, advising others where required;
- Has a range of capability showing competence in imprest, income,

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<ol style="list-style-type: none"> 6. Raises purchase orders in accordance with standing orders, or purchases items using the procurement card. Keeps auditable records of any actions taken, reconciling expenditure against monthly statements and E-financials. Prepares and authorises invoice/accounts for payment and raises Requests to Render Accounts when necessary. Monitors expenditure against specified budgets. 7. Uses IT systems to manipulate files and spreadsheets to complete ad hoc enquiries/tasks. 8. Oversees, checks and authorises routine clerical tasks, referring any problems to the Business Support Officer or Business Support Manager. 9. Liaises with the Estates Unit/Business Support Officer and contractors within Force buildings regarding building/maintenance issues and ensures appropriate authorisation has been granted before work commences. 10. May be required to cover the Reception Desk at Melton / Priory. 11. Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility. 	<p>raising F206 including correct assessment of charges for Special Service Duty, Immigration etc, hotel & travel bookings including hire of vehicles where appropriate (i.e. assessing cost options), registration of aliens, Pedlar's certificates, granting advances, interpreting Conditions of Service to process claims & resolve queries for all types of staff, interrogation & reconciliation of ERP.</p>
Responsibility	Decision Making
<p>Ensures the safe custody of cash and the correct recording and balancing of cash/accounts.</p> <p>Ensures compliance with relevant regulations, practice directions and procedures.</p> <p>Ensures all information entered on IT systems or i-Proc / ERP is accurate.</p> <p>Delivers an efficient and comprehensive clerical and administrative support service to the Force.</p> <p>Ensuring actions do not impede the efficiency and effectiveness of the Force or contravene Practice Directions or financial regulations.</p>	<p>Works within generally defined guidelines but may be required to use judgement/discretion in dealings with non-routine matters for which there may not be a readily available precedent.</p> <p>Has the ability to recognise when matters should be referred to a more senior officer.</p> <p>Decisions which may set a precedent, or have significant financial consequences, must be referred to the Business Support Officer or Business Support Manager.</p>

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<p>Responsible for using the NDM and THRIVE model in all actions undertaken.</p> <p>As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times. You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing. You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control. You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.</p>			
		<p>Additional Information</p> <p>Designated Powers: No Politically restricted: No Radio Post: No Uniform Post: No</p> <p>As this post is a Career graded post, to move up to the next level there must be work available at that level and you must be able to demonstrate that you meet all the essential criteria of the higher graded post. Further you must meet the Force attendance criteria.</p>	
Reports To:		Direct reports:	
Business Support Officer		None	
Date Approved by Manager / HR Manager: Kim Redburn 20/02/2018 Tammy Bullivant - 22/02/2018	Date WFP Approved – Workforce Planning 23/02/2018 Updated in new format KG 20/08/2019	Review date: 20/08/2020	

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Person Specification

		Scale 2	Scale 3 Required in addition to Sc 2
Attainments/ Knowledge	Essential	Literate and numerate. Educated to GCSE standard or equivalent.	Knowledge of Humberside Polices structure and general policies and procedures.
	Desirable	NVQ Level II or equivalent in a Business Administration related field. Knowledge of Humberside Polices structure, general policies & procedures.	Qualification in Business/Administration related field.
Experience	Essential	Previous clerical experience in an office/clerical environment incorporating the use of computer spreadsheets/databases. Computer input/retrieval.	Experience of working in a secure/confidential environment.
	Desirable	Substantial clerical experience. Experience of working in a secure/confidential environment.	Experience of computerised financial management information system.
Skills/ Specialisms	Essential	Well-developed written and oral communication skills. Methodical and accurate record keeping skills. Computer literate in the use of Microsoft Office Products. Ability to liaise effectively with people at all levels both internal and external to the organisation. Discretion in dealing with sensitive material and the need for confidentiality. Flexibility to meet the demands of the post. Willingness to learn and undertake further training as necessary. Flexible approach to duties and working environment in order to meet the needs of the Team.	Analytical skills to produce well-reasoned theories. Has the ability to produce written reports. Has the ability to collate, analyse and evaluate information to reach well-reasoned conclusions.
	Desirable	Analytical skills to produce well-reasoned theories. Report writing skills.	
Decision Making/ Problem Solving/ Planning	Essential	Ability to organise and prioritise own workload effectively. Possesses an understanding of when to refer matters to a senior officer. Has the ability to complete tasks accurately within specified timescales, works calmly and accurately under pressure.	Has the ability to collate, analyse and evaluate information to reach well-reasoned conclusions.
	Desirable		
Humberside Police Code of Ethics		Our Code of Ethics sets out standards of professional behaviour that every ensure member of staff considers the impact that their actions have on the people they work with and serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey both internally and externally a service based on	

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	fairness and equality and ensure they fully understand and represent the Force's values and principles at all times.
Diversity, Equality & Inclusion	At Humberside Police, how we involve, value and treat our staff is fundamental to us ensuring that we can serve our communities to make them safer and stronger. To build trust and confidence, we need our communities and workforce to know they are supporting each other and by encouraging these behaviours internally. To achieve this, our activity and action focusses on improving all elements of diversity, equality and inclusion. We aim to ensure that everyone working at Humberside Police belong to a Force that is representative of the communities they serve, that our staff will treat each other with fairness and respect, and together we will collectively create a trusted culture in which all members of our workforce feel they belong and where they can bring their full true self to work.
This role requirement is a management document and therefore subject to change	