



Humberside Police
Serving our communities to make them safer and stronger

Role Requirement



Position Title: PA to SLT

Grade: SC4

Command / Dept: Force Control Room (FCR)

Overall Purpose of the role: To provide a comprehensive confidential administrative and secretarial service for all Senior Leadership Team.

Main Tasks

1. Provides a comprehensive range of secretarial services including minute taking, word processing, audio and copy typing, filing, photocopying, mail sorting and delivery, document collation and distribution and refreshments for visitors.
2. Monitors and directs incoming telephone calls to the Senior Leadership Team, assesses urgency and priorities personal enquiries, answering routine enquiries (elected members, MP's, Government Dept's, the public, media representatives and officers from other local authorities).
3. Monitors mail, email and correspondence for the Senior Leadership Team (SLT), initiates appropriate action using own initiative ensuring all communications are accorded the required priority, and that no undue delay is experienced in expediting answers ensuring the SLT member is appraised at all times.
4. Organises meetings, conferences and events, provides support services and subsequent action as necessary including contacting guest speakers and arranging venues. Keeps appointment diaries for the SLT, and makes arrangements for travel, hospitality, hotel bookings etc as required.
5. Develops systems and databases/spreadsheets in order to ensure that the division is able to provide management information in order to meet the needs of the stakeholders (Chief Officers, staff officers, PSB, partnership organisations and members of the public).
6. Manages on a daily basis the recording/control of complaints regarding police officers via MP letters, staff officer correspondence ensuring responses are within pre-determined timescales. Researches and retrieves information as required prior to determining allocation. Review and monitors the action taken and identifies any inaction for resolution and maintaining an auditable system. Facilitates dip sampling of the system/processes in place by the OPCC.
7. Maintains and updates confidential filing systems to ensure that the information and records are easily retrievable.
8. Obtains, collates and as appropriate summarises information required by the SLT assembling any subsequent papers, using any research/fact finding methodologies to obtain relevant information.

9. Maintains a close liaison with respective Senior Leadership Teams and their Personal Assistants, Chief Executives of partnership organisations and their assistants.

10. Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Responsibility	Decision Making	
<p>The provision of an efficient clerical, administrative and secretarial service to the SLT;</p> <p>Discretion when dealing with Senior Officers, elected members, MP's Government Dept's, the public, media representatives and officers from other local authorities;</p> <p>The maintenance of information and documentation ensuring that confidentiality and diplomacy is upheld at all times;</p> <p>The collation and distribution of agenda items and minutes;</p> <p>Working with tact, delicacy and a sense of urgency when required;</p> <p>Recording complaints made against Force employee's via a number of methods;</p> <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>Using information available and own judgement to assess situations and decide the best available option to achieve the desired results within the appropriate timescales.</p> <p>Some decisions are made within generally defined guidelines but often decisions have to be made regarding non-routine issues where there is no readily available precedent. The post holder should have an awareness of when to refer matters to more senior staff and action accordingly.</p>	
	<th data-bbox="1182 692 2188 729">Additional Information</th> <td data-bbox="1182 729 2188 1431"> <p>Designated Powers: No Politically restricted: No Radio Post: No Uniform Post: No</p> <p>The 'Senior Leadership Team' also includes the role of Head of Commands.</p> </td>	Additional Information

HUMBERSIDE POLICE NOT PROTECTIVELY MARKED

Reports To:		Direct reports:	
Business Support Manager		None	
Approved by Manager Date: 16/01/2018 Manager: Tammy Bullivant / Amy Knapper	WFT Approved Date: 16/01/2018	Review date: 16/01/2019	

Person Specification

		Scale 4
Attainments/ Knowledge	Essential	RSA Stage II Typing/Word processing or equivalent. Fully conversant at a full range of office procedures.
	Desirable	Knowledge of police terminology and Humberside Police structure, general policies and procedures. NVQ Level II Administration or equivalent. Understanding of Humberside Police Complaints procedure. Understanding of Humberside Police Complaints procedure.
Experience	Essential	Experience of working in a busy office environment providing support services to senior management. Conversant with office procedures and customer liaison best practice. Responding to the needs of a range of customers at a variety of levels on both routine and non routine matters. Competent organisational and computer skills to compile and maintain computerised and manual record keeping. Substantial experience of working in a busy office environment providing support services to senior management.
	Desirable	Working within a public sector secretarial environment.
Skills/ Specialisms	Essential	Good interpersonal, written and verbal communication skills. Good organisational and time management skills, with the ability to manage competing priorities. Excellent computer literacy in a range of software packages e.g. MS Office. Demonstrates attention to detail and accuracy in all work. Exercises discretion when dealing with sensitive and highly confidential information. Demonstrates the ability to use own initiative and judgement in the interpretation of information. Demonstrates tact and diplomacy in delicate situations. Possesses the ability to work under pressure with demands of a high and varied workload.
	Desirable	Minute taking, audio and copy taking skills. Shorthand or speed writing skills. Assertiveness and the ability to remain calm in difficult situations. Strong interpersonal skills in order to liaise effectively with people at all levels. Confident and highly motivated approach to work. Portrays a confident and assertive manner.
Decision Making/ Problem Solving/ Planning	Essential	Ability to make day to day decisions on administrative matters in accordance with the relevant policy, procedure and legislation. Possesses an understanding of when to refer matters to senior officers. Possesses the ability to solve routine problems.
	Desirable	Resolves non routine matters on a daily basis. Possesses autonomy for taking responsibility for decisions made with the ability to respond positively to changing information/environments.
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 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.
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This role requirement is a management document and therefore subject to change

Date reviewed: