
	HUMBERSIDE POLICE Role Requirement	 HR Services putting people first
Position Title: Personal Assistant (Chief Officers)	Grade: Scale 5	Vetting Level: MV
Overall Purpose of the role: Working directly to Chief Officers, you will be responsible for providing comprehensive, confidential, professional, effective and efficient administrative, organisational and secretarial support services from diary and meetings management to activities that support Chief Officers in the strategic delivery of their respective portfolio areas.		
Main Tasks		
<div>1. Provides a comprehensive range of secretarial services including but not limited to minute taking, word processing, audio and copy typing, filing, photocopying, mail sorting and delivery, document collations and distribution.</div> <div>2. Welcomes visitors, escorting to and from locations and providing a professional reception and hospitality service.</div> <div>3. Works within a team environment providing support and cover.</div> <div>4. Receives/reviews incoming correspondence/communication, electronic or manual, assesses urgency, prioritises and provides appropriate response on behalf of the Chief Officer Team, initiating action where appropriate. Researches and retrieves information as required prior to determining allocation. Reviews and monitors agreed actions and identifies any inaction for resolution, maintaining an up-to-date and auditable system.</div> <div>5. Obtains, collates and as appropriate summarises information required by the Chief Officers assembling any subsequent papers, using any research/fact finding methodologies to obtain relevant information.</div> <div>6. Actively contributes to and supports the application of corporate systems and processes including correspondence management, corporate filing systems and annual corporate scheduling programme.</div> <div>7. Anticipates and addresses the provision of materials, technology and resources required for Chief Officer meetings / boards.</div> <div>8. Maintains a close professional liaison with partners, inclusive of MP's, the OPPC, Government Officials, public, media and local dignitaries; dealing with queries/concerns making appropriate judgements to deal or re-direct.</div>		

9. Provides a comprehensive administrative support for Force/Regional and National meetings, ensuring that deadlines and standards in relation to procedure and content are adhered to. Undertakes specific projects for the nominated Chief Officer in line with their portfolios producing briefing papers/presentation documents.
10. Organises meetings, conferences and events providing support services and subsequent actions as necessary including contacting guest speakers and arranging venues. As and when required, arranges short notice travel and hotel accommodation through the appropriate sources, providing detailed itineraries of the arrangements.
11. 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>Post holder is responsible:</p> <p>Primarily working to a designated Chief Officer allocated by the Staff Officer – Inspector.</p> <p>Provide a full range of confidential secretarial services to the Office of the Chief Constable, including word processing, audio and copy typing, drafting emails / letters of acknowledgement and producing correspondence, in order to provide full secretarial support to Chief Officers.</p> <p>Effective management of corporate and individual mail boxes, pro-actively dealing with enquiries, issues, meeting requests and correspondence that do not require the direct attention of Chief Officers.</p> <p>In line with the requirements of the corporate scheduling process, responsible for meticulous calendar and diary management, including planning meetings, coordinating recurring events and communicating with multiple parties to schedule large scale internal / external meetings.</p> <p>Works closely and effectively with Chief Officers and Executive Support Team colleagues to be well informed of upcoming commitments and responsibilities, including key decisions, and following up appropriately.</p> <p>Arrange and manage travel, accommodation and expenses for Chief Officers as required. Prepare relevant documentation and itinerary package and coordinates any real time issues as they arise.</p>	<p>Using information available and own judgement to assess situations and decide the best available option to achieve the desired results with the appropriate time scales.</p> <p>Post holder should always be aware of potential reputational damage to the Force, if errors occur. The post holder should have an awareness of when to refer matters to more senior staff and action accordingly.</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.</p>	
	<th data-bbox="1182 922 2184 970">Additional Information</th>	Additional Information
	<p>Designated Powers No Politically restricted No Radio Post No Uniform Post No</p>	

Ensure the development of agendas, briefing papers, minutes, apologies and supporting documents such as updated action trackers for Chief Officer meetings. Arrange refreshments as required and sets up conference rooms with required audio, visual and conference calls when needed. Provide general assistance during presentations as required.

Screen phone calls, enquiries and requests and handle them when appropriate and meet and greet HQ visitors to the Chief Officers at all levels of seniority.

Update and monitor key databases in support of Chief Officers including actions, tracking and monitoring, correspondence management and corporate filing systems

Ensure the preparation of papers and briefings for Chief Officers prior to boards and meetings and ensure the preparation of the documentation is timely and of the highest standard.

Assist in ad hoc planning activities as and when required such as corporate planning days, charity events, force award events / ceremonies etc.

Handling, retaining, disseminating and securing information with the highest level of confidentiality, sensitivity both locally and nationally in line with the Governments Protective Marking Schemes (Vetting MV+) to prevent reputational and legal damage to the individual Chief Officer, the Force and the police service as a whole.

Responsible for using the NDM and THRIVE model in all actions undertaken.

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.		
Reports To:		Direct reports:
Staff Officer - Inspector		None
Date Approved by Manager / HR Manager:- Sue Aldridge and Tammy Bullivant Date: 8th January 2019	Date WFP Approved – Date:- 26 March 2019	Confirmed by post holder Signature Print Name Date:-

Person Specification

		Scale 5
Attainments/ Knowledge	Essential	Must possess an excellent word processing ability. Fully conversant at a full range of office procedures, computer literate in MS Office, including Word, Excel and PowerPoint alongside an excellent knowledge of Outlook email, scheduling software and internet skills. Literate and Numerate. Good level of education and a GCSE in English or equivalent.
	Desirable	Knowledge of police terminology and Humberside Police structure, general policies and processes. NVQ level II in Business/Administration or equivalent experience.
Experience	Essential	Significant experience in a Personal Assistant role supporting at an executive level with experience of developing and continuously improving a range of high quality administrative, secretarial and office systems. 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. Previous experience of arranging meetings/conferences, managing diaries and proactively making arrangements to meet the requirements of Chief Officers and senior officers from other organisations. This is a fast paced role demanding a high level of discretion which requires excellent attention to detail and a flexible and responsive approach.
	Desirable	Previous experience as a Personal Assistant to a Chief Executive within a public service organisation.
Skills/ Specialisms	Essential	Strong interpersonal and communication skills both in person and over the phone in order to liaise effectively with people at all levels. Minute taking, audio and copy taking skills. Short/speed writing skills. Assertiveness and the ability to remain calm in difficult situations. Has the ability to undertake research and compile reports for consideration and to research/seek out information from non-obvious sources. Ability to deal proactively to anticipate requests that may be ad hoc, confidential and often with deadline pressures. Can evidence discretion when dealing with sensitive and highly confidential information. Demonstrates the ability to use own 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. Portrays a confident and assertive manner. Ability to work as part of a team and willing to learn and undertake a variety of tasks. Demonstrates attention to detail and accuracy in all work.
	Desirable	
Decision Making/ Problem Solving/ Planning	Essential	Possesses an understanding of when matters should be referred to senior staff. Possesses the ability to solve routine problems and to resolve non routine matters on a daily basis. Excellent organisational skills with the ability to plan ahead taking responsibility for decisions made, with the ability to respond positively to changing information / environment.

		Possesses the ability to work independently and organise and prioritise their own workload with strong organisational skills
	Desirable	
Codes of Ethics		Code of Ethics exists when every member of staff considers the impact that their actions have on the people they 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.
Respect for Race & Diversity		Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Appreciates other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times and is sensitive to social, cultural and racial differences.
This role requirement is a management document and therefore subject to change		