# Job Summary
## Performance and Support Assistant

**South Yorkshire POLICE**

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| **Service:** | Organisational Development and Learning | **Grade:** | B | **Salary:** | £18,951 - £20,619 |
| **Reporting to:** | Performance and Support Manager | **Location:** | Robert Dyson House | **Hours:** | 37 |

## Your contribution

This role is responsible for supporting the effective operation of the People and Organisational Development (POD) department by providing administrative, business and logistical support. The role is critical in supporting the teams that develop and maintain the culture, skills and competencies needed to provide an outstanding service to the public.

## Key accountabilities

- Administrate the support processes and functions required to operate POD including requisitions/ purchase order processes, Organisational Development and Learning (ODL) delivery planning, student support and maintenance of records using relevant systems.
- Act as first point of contact for enquiries about learning or business support functions.
- Provide assistance to training deliverers ensuring smooth delivery of programmes, including IT and classroom/ venue set up.
- Manage data quality, ensuring data is accurate and recorded appropriately and where relevant according to required policy/ standards.
- Co-ordinate and monitor learner activity across all delivery sites.
- Manage on-line service desks and provide administrative support for on-line systems.
- Ensure administrative and business support processes are high quality and efficient, identifying where improvements are required.

## Our values

**VALUES**

All roles are expected to know, understand and act with ethics and values:

**Impartiality**
Shows impartiality throughout all dealings with colleagues, partners and members of the public.

**Integrity**
Understands and reinforces expectations of professional behaviour and openly recognises good or bad performance. Maintains highest levels of professionalism, making sure to always uphold values and ethical standards of the police service.

**Public Service**
Acts in the interest of the public, first and foremost. Shows resilience and takes personal responsibility for delivering the best possible outcomes for the public.

**Transparency**
Transparent in the actions, decisions and communications with colleagues and the public. Honest and open in interactions and decision-making.

- Support ODL colleagues in keeping learning materials and resources up-to-date.
- Support learners in accessing learning and development resources and activities – proactively promoting available development.
- Identify risks/ issues to learning and development delivery and/ or quality so that they can be dealt with as quickly as possible.
- Provide support to Corporate and POD Boards/ meetings, drafting agendas and taking minutes.

## Our Competencies

The Competency and Values Framework (CVF) has 6 competencies that are clustered into three groups. This role should be operating, or working towards, the following levels:

**Resolute, compassionate and committed**
**Emotionally Aware - Level 1**
**Takes Ownership - Level 1**

**Inclusive, enabling and visionary Leadership**
**Works Collaboratively – Level 1**
**Delivers, supports and Inspires – Level 1**

**Intelligent, creative and informed policing**
**Analyses Critically – Level 1**
**Innovative and open-minded – Level 1**

## Skills

- Able to use relevant systems to manage POD business processes.
- Able to support the planning of ODL activity and resources, using relevant IT systems and digital platforms.
- Able to work with stakeholders through effective communication that enables their support needs to be met.
- Able to identify opportunities for quality and/ or efficiency improvements through review and implementation of administrative/ business support processes.

## Education and Experience

- Experience in an administrative/ business support role.

## Continuing Professional Development (CPD)

- Maintain understanding of POD priorities and how these link to own work.
- Maintain professional performance/ business management skills including keeping up-to-date with new developments in standards, policy and practice.

**Conditions of Role**

**All Roles:**

- Some weekend and evening work may be required to support organisational need(s).
- Work at locations other than Robert Dyson House (with the exception of Receptionists) will be required.
- Working hours and pattern will be agreed in conjunction with the team manager to ensure that core hours are covered.

The following additional conditions also apply:

**Performance and Support Team**:

- Visibility and presence will be required across all POD sites to ensure that an effective service is delivered across all departments.
- Core hours to be covered at Robert Dyson House will be from 7.45am to 6.00pm Monday to Friday. This will be subject to confirmation and ongoing review with the team manager.

**All Delivery Roles (Including Trainers):**

- Staff must have the ability to travel across the South Yorkshire area and outside of force as required.
- Whilst each delivery area is defined according to a core function or lead area, trainers are expected to work across teams and provide resilience to support other areas as required by organisational need.