



## ROLE PROFILE

<b>Role Title</b>	<b>Business Support Assistant</b>
<b>Rank/Grade:</b>	<b>A2</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>Line Manager</b>
<b>Main purpose of the role:</b>	To provide administrative support to enable the efficient provision of service. To contribute to achieving the Force vision, purpose and values.

<b>Key Responsibilities</b>
<ul style="list-style-type: none"><li>• Deal with a range of enquiries, some complex, either in written form, personal contact or by telephone.</li><li>• Provide information to members of the public.</li><li>• Liaise with outside organisations and suppliers both internal and external.</li><li>• Compile data, and supply management information.</li><li>• Effectively operate computer based systems.</li><li>• Provide a broad range of administrative support.</li></ul>

<b>Financial e.g. limits/mandates</b>	<b>Non-financial e.g. staff responsibility</b>
<ul style="list-style-type: none"><li>• None</li></ul>	<ul style="list-style-type: none"><li>• None</li></ul>

<b>Entry Requirements</b>
<ul style="list-style-type: none"><li>• Experience in the use of IT and a good working knowledge of word processing, spreadsheets and databases.</li><li>• Experience of working in an administrative role.</li><li>• Experience of operating a range of office equipment.</li><li>• Ability to demonstrate excellent customer service.</li></ul>

<b>Any other General Requirements/Scope</b>
<ul style="list-style-type: none"><li>• A context sheet should accompany this role profile.</li><li>• Vetting required, as advised by the vetting unit.</li><li>• The post holder will be expected to undertake training as and when required.</li><li>• The post holder will be expected to comply with health and safety requirements.</li></ul> <p><b>Obligatory Requirements</b></p> <ul style="list-style-type: none"><li>• Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.</li><li>• There is a requirement for the role holder to meet the probationary objectives set.</li></ul>



## ROLE PROFILE

### Personal Qualities(Behavioural Competencies)

#### We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

#### We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

#### We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

#### We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

#### We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

#### We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.