



# Staffordshire Police - Role Profile

## Learning Support Assistant

<b>Grade/Rank:</b>	Grade E
<b>Directorate:</b>	People Services
<b>Reports to:</b>	Digital Development and IT Training Lead

### Role Purpose

Learning and Organisational Development (LOD) sits within the People Services Directorate of Staffordshire Police and the Team are responsible for the design, delivery, evaluation and continuous development of teaching products for police officers and police staff; in line with the College of Policing National Curriculum and supporting the priorities of the Force Policing Plan.

Learning, development and CPD is intrinsic to supporting Staffordshire Police's Blueprint for Change and strives to be at the forefront of both Trust Driven Policing and the National Enabling Programme. Team members will work with peers within LOD, partner organisations, colleagues from regional Forces collaboration and national forums. The Learning Support Team is an integral part of Learning and Organisational Development, providing direct support to both training staff and operational officers and staff.

### Key Tasks and Responsibilities:

- As a first point of contact, the postholder must have excellent communication and customer focused skills.
- The postholder will be required to arrange and administer training, development and qualifications for new and existing staff in line with organisational requirements.
- The postholder will be able to interpret customer enquiries with ease and resolve to a satisfactory conclusion.
- The postholder must be flexible to changing deadlines and adaptable to meet the requirements of the customer and organisational demands.
- The postholder will have the ability to interpret data requests, analyse information produced and prepare reports as required.
- The postholder must be able to undertake minutes/action logs of meetings as and when required.
- There will be a requirement to accurately update Force systems (some of which include Origin Training Administration System (TAS), Duty Management System (DMS) and ORIGIN procurement.)

### Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.



This role should be operating at the following levels:

**Resolute, compassionate and committed**

We are emotionally aware	Valuing Diversity	1
	Managing Sensitivities/Political Savvy	1
We take ownership	Customer Service	1
	Maintaining Accuracy/Sustainable Working	1

**Inclusive, enabling and visionary leadership**

We are collaborative	Partner Working	1
	Managing Complexity/Strategic Planning	1
We deliver, support and inspire	(self) Leadership	1
	Supporting Colleagues/Coaching & Mentoring	1

**Intelligent, creative and informed policing**

We analyse critically	Problem Solving	1
	Situational Judgement	1
We are innovative and open-minded	Continuous Improvement	1
	Futurology	1

**Education, Qualifications and Experience**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>Proven track record in the use of Microsoft applications primarily Word, Excel and PowerPoint.</li> <li>Experience of delivering a high standard of customer service.</li> </ul>	<ul style="list-style-type: none"> <li>GCSE in English and Mathematics or equivalent.</li> <li>NVQ Business Administration or Customer Service</li> </ul>

**Skills Matrix (See Skills Matrix)**

Essential:	Desirable
<ul style="list-style-type: none"> <li>Excellent communication skills.</li> <li>Ability to prioritise and effectively manage own workload with minimum supervision.</li> <li>Excellent organisational and time management skills.</li> <li>Administrative experience.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Origin, use of e-portfolio; OneFile</li> </ul>

**CPD Requirements**

Develop and maintain occupational knowledge in relation Microsoft packages and Origin system updates.



## Professional Registration/Licences

Holder of a full UK driving licence (desirable).

## Special Conditions

You will be required to use your own vehicle to travel for business purposes from time to time, to different work locations within the County and region.  
You will be required to undertake post-entry training.  
There will be occasional weekend working expected.

## Special Conditions

Own car for business use	NO				
Higher level vetting required	NO				
Requirement to wear Uniform	NO				
Requirement for post entry training	NO				
Fixed Hours	NO				
Weekend working expected	NO				
Shift allowance	NO				
Fixed term or temporary role	Permanent				
Politically Restricted	NO				
On call/standby rota	NO				
Flexitime Role	YES				
Notice Period	1 week	28 Days	1 month	3 months	

## Agile Profile (See Agile Matrix)

Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
3	3	3	3	3	3