



## Staffordshire Police - Role Profile

### Firearms Licensing Administrative Assistant

<b>Grade/Rank:</b>	D Grade
<b>Directorate:</b>	Operations
<b>Reports to:</b>	Firearms Licensing – Office Supervisor
<b>Direct Reports:</b>	N/A

#### Role Purpose

Reporting to the Firearms Licensing Office Supervisor the post holder will work within the Firearms Licensing Unit located at Staffordshire Police HQ.

The post holder will form part of a specialist team and have responsibility for processing all correspondence and applications relating to certificates prescribed by firearms and explosives legislation. This will include undertaking appropriate background checks using a multitude of IT databases having regard for GDPR.

#### Key Tasks and Responsibilities:

The post holder will have responsibility for recording and managing all communications in relation to firearm and explosives certification and will accurately maintain and update electronic databases.

The post holder's core tasks will focus on:

- Basic administration duties
- Electronic scanning and storage of files
- Call taking
- Process of certificate payments
- Maintaining databases in relation to such areas as enquiry allocation and recorded telephone renewals
- Process of shotgun transactions

The post holder will provide specialist advice and knowledge to colleagues, partners and other individuals and agencies in respect of firearm and explosives legislation.

The post holder will work within a customer based environment which at times will be challenging and potentially confrontational. Contact with the customer base will be via telephone, electronic and postal communication.

Working within the Firearms Licensing Unit, the post holder will assist in the development and delivery of services offered by the unit in line with national guidelines.

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

#### 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	1	Valuing Diversity	1a
		Managing Sensitivities/Political Savvy	1a
We take ownership	1	Customer Service	1a
		Maintaining Accuracy/Sustainable Working	1a

**Inclusive, enabling and visionary leadership**

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

**Intelligent, creative and informed policing**

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

**Education, Qualifications and Experience**

**Essential:**

- Demonstrate by a proven track record administrative experience, ideally gained in an office based environment and the ability to multi-task and pro-actively manage administration processes in order to deliver a quality service to customers.
- A proven track record of working as part of a successful team with an ability to communicate effectively and professionally with a wide range of individuals.
- Have experience of working to deadlines and delivering results through effective planning and organising of work by the ability to prioritise own time and workload, working methodically accurately and under pressure with minimal supervision
- Experience of researching and cross referencing information from multiple sources, producing results and/or summations in an agreed format.
- Demonstrate a track record of using excellent communication and interpersonal skills.

**Desirable:**

- Knowledge of GDPR and experience of working in a confidential environment.



Skills Matrix (See Skills Matrix)				
Essential:	Desirable			
<ul style="list-style-type: none"> <li>Have effective computer literacy skills, with experience of Microsoft based applications, with good keyboard skills and can evidence the ability to learn and utilise new systems.</li> </ul>				
Leadership Passport Level	Practitioners & Team Leaders	1 <sup>st</sup> Line Mngrs	2 <sup>nd</sup> Line Mngrs	Senior Mngrs
	1	1	1	1

\* Indicates that training will be provided as part of the role in this skill

CPD Requirements
<ul style="list-style-type: none"> <li>Maintain skills and knowledge relating to firearms licensing.</li> <li>Maintain best practice in relation to service delivery across the unit.</li> </ul>

Professional Registration/Licences
<ul style="list-style-type: none"> <li>Not Applicable</li> </ul>

Special Conditions	
Own car for business use	No
Higher level vetting required	SC
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	No
Politically Restricted	No
On call/standby rota	No
Flexitime Role	Yes



Notice Period		1 month			
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Agile Profile (See Agile Matrix)					
Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
1	5	1	2	2	3