



Staffordshire Police - Role Profile

(Job Title) Safer Roads Partnership Administrator

Grade/Rank:	Grade D
Directorate:	Operational Support
Reports to:	Safer Roads Partnership Supervisor
Direct Reports:	N/A

Role Purpose

Our aim within the Safer Road Partnership team is to reduce the number of people killed and seriously injured on the road by changing driver behaviour through education, engineering and enforcement.

Your role will provide a routine flexible administrative support to the unit, enabling the efficient and effective operation of the section. The post holder will be required to provide information, advice and guidance to internal and external customers, including the magistrates Clerk's office, Crown Prosecution Service and members of the public, via phone, e-mail and print media.

The post holder will input, and maintain information on various computer databases, which will necessitate the identification and investigation of ancillary enquiries including examination of driving documentation and reporting of owners/drivers.

Key Tasks and Responsibilities:

- Experience of windows based applications including Microsoft Office packages particularly Excel, with good keyboard skills and experience of learning and fully utilising new computer packages/programmes.
- Experience of entering data onto relevant information systems (i.e. spreadsheets, computer systems), displaying attention to detail and ensuring that records and other entries are recorded in a timely and accurate manner.
- Have excellent communication skills demonstrating the ability to communicate clearly and concisely with a diverse range of people whilst ensuring that written communication is presented in a clear, logical and focused manner.
- Administrative experience, ideally gained in a customer service environment and can demonstrate 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.
- Experience of working to deadlines and delivering results through effective planning and organising of work and can demonstrate the ability to prioritise own time and workload, with minimal supervision.



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

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

Inclusive, enabling and visionary leadership

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

Intelligent, creative and informed policing



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

Education, Qualifications and Experience

Essential:	Desirable:
<ul style="list-style-type: none"> Officer administration experience including; ability to use Microsoft office to produce letter / reports to a high standard Customer service experience with the ability to engage and communicate with the public 	<ul style="list-style-type: none"> Previous experience of a role that demonstrates a commitment to road safety

Skills Matrix (See Skills Matrix)

Essential:	Desirable			
<ul style="list-style-type: none"> Administrative experience, ideally gained in a customer service environment. Experience of Microsoft packages Experience of entering data onto relevant information systems, spreadsheets & displaying attention to detail Have excellent communication skills with the ability to communicate clearly and concisely with a diverse range of people Can produce written communication in a clear and logical, focused manner Ability to work to deadlines whilst managing high volumes against competing demands Ability to multi-task and proactively manage administration processes in order to delivery a quality service 	<ul style="list-style-type: none"> Proven track record of working successfully within a team 			
Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

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



CPD Requirements

- Complete all annual and mandatory training

Professional Registration/Licences

- N/A

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	NO				
Politically Restricted	NO				
On call/standby rota	NO				
Flexitime Role	YES				
Notice Period	1 week	28 Days	1 month	3 months	

As part of the limited duties profiling, this role has been identified that the role holder must be able to fulfil the following core capabilities. To meet the Equality Act (2010) reasonable adjustments will be made wherever practicable. **This is not applicable for Police Staff**

Limited Duties

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Agile Profile (See Agile Matrix)

Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
2	5	5	2	3	3