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| **Service Unit** | Corporate Services |
| **Team** | Corporate Services |
| **Responsible to** | Corporate Services Manager |
| **Scale and Salary Range** | Scale 3 |
| **Vetting Status** | Standard |
| **Politically Restricted** | No |
| **CVF Level** | CVF Level 1 |

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| **Job Purpose** |
| To provide an effective administrative and business support service to the Corporate Services Department. |

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| **Principal Duties and Responsibilities** |
| * To provide general administrative support to the team as required. * To act as a central point of contact for Corporate Services and process incoming information and enquiries both internal and external. * To maintain effective information storage systems in accordance with GDPR and MOPI guidelines. * To assist team members in support of change initiatives and service improvement reviews including the collation of project and programme updates. * To prepare agendas and collate actions and decisions for key governance and project meetings as required. * To assist in the collation and assessment of information in support of the Force change triage process. * To maintain and update computerised records in support of organisational change initiatives and strategic partnership performance ensuring service delivery, accuracy and compliance with Force procedures and contractual arrangements. * To monitor own work and identify opportunities to improve both service provision and personal development, contributing to the continued development of the Corporate Services Team. * To be prepared to undergo local, regional and national training as required. |

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| **Note** |
| **The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.**  **All employees are to comply with confidentialities laid down in the General Data Protection Regulation (GDPR), the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).**  **All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.** |

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| **Person Specification** | |
| **Essential knowledge, skills, and experience (E)** | **Desirable knowledge, skills, and experience (D)** |

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| **Knowledge and Qualifications** | |
| Good standard of numeracy and literacy. | Demonstrates an interest in Cleveland Police’s approach to organisational change, and an awareness of current affairs affecting policing in general. |
| Able to use Microsoft Office products with accurate data inputting / keyboard skills. | A basic understanding of contract management. |
| Understanding of the principles of the Data Protection Act 1998 and its application within the working environment. |  |

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| **Experience** | |
| Experience of maintaining computerised records and spreadsheets accurately and with attention to detail. | Experience of working with partnership organisations. |
| Methodical and logical approach to managing workload with evidence of an ability to plan own work. |  |
| Able to prioritise tasks and to work under pressure to manage conflicting deadlines. |  |
| **Skills and Abilities** | |
| Able to work as part of a successful, multi-disciplined team in a general office. |  |
| Able to deal sensitively with commercially sensitive information. |  |
| Excellent verbal and written communication skills. |  |
| Able to organise and attend meetings, providing comprehensive and accurate meeting records. |  |
| Excellent customer service skills. |  |
| **Other** | |
| Must have a flexible approach to work with the ability to develop new ideas and be willing to adapt to and accept change. |  |

**All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.**

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| **Version Control** | |
| **Reason for Version Change** | **Version date** |
| Updated to reflect new Force governance arrangements | 28.01.20 |
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**Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner**

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| **Competency** | **Level 1 – Practitioner** |
| **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. |
| **Taking 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. |
| **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. |
| **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. |
| **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. |
| **Innovative and open-minded** | * I demonstrate an open-ness 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. |

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| **Values** | **All Levels** |
| **Integrity** | * I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. * I demonstrate courage in doing the right thing, even in challenging situations. * I enhance the reputation of my organisation and the wider police service through my actions and behaviours. * I challenge colleagues whose behaviour, attitude and language falls below the public’s and the service’s expectations. * I am open and responsive to challenge about my actions and words. * I declare any conflicts of interest at the earliest opportunity. * I am respectful of the authority and influence my position gives me. * I use resources effectively and efficiently and not for personal benefit. |
| **Impartiality** | * I take into account individual needs and requirements in all of my action. * I understand that treating everyone fairly does not mean everyone is treated the same. * I always give people an equal opportunity to express their views. * I communicate with everyone, making sure the most relevant message is provided to all. * I value everyone’s views and opinions by actively listening to understand their perspective. * I make fair and objective decisions using the best available evidence. * I enable everyone to have equal access to services and information, where appropriate. |
| **Public Service** | * I act in the interest of the public, first and foremost. * I am motivated by serving the public, ensuring that I provide the best service possible at all times. * I seek to understand the needs of others to act in their best interests. * I adapt to address the needs and concerns of different communities. * I tailor my communication to be appropriate and respectful to my audience. * I take into consideration how others want to be treated when interacting with them. * I treat people respectfully regardless of the circumstances. * I share credit with everyone involved in delivering services. |
| **Transparency** | * I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. * I am clear and comprehensive when communicating with others. * I am open and honest about my areas for development and I strive to improve. * I give an accurate representation of my actions and records. * I recognise the value of feedback and act on it. * I give constructive and accurate feedback. * I represent the opinions of others accurately and consistently. * I am consistent and truthful in my communication. * I maintain confidentiality appropriately. |

Further detailed information on the CVF can be located by clicking on the following link:

<https://skillsforjustice-ppf.com/competency-values/>