

NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Executive Support
SCALE:	4
SUPERVISION AND CONTROL:	Superintendent.
PLACE OF WORK:	Predominantly Mereway and Force Headquarters, Northampton (Dependent on Organisational Requirement)
HOURS OF WORK:	37 (or part-time)

PURPOSE OF THE JOB:

To provide a comprehensive Executive Support service to the Senior Management Team, in order that their office is managed and administered effectively and efficiently, and to support them in fulfilling their role within the organisation.

MAIN RESPONSIBILITIES:

1. Deal with all correspondence, manual and electronic, relating to the role(s) being supported. Correspond/respond on their behalf where appropriate. Identify actions from correspondence and disseminate actions and correspondence as appropriate.
2. Coordinate and maintain calendars of those being supported. This necessitates knowledge of the content and context of meetings and appointments, in order to make decisions on priority, duration and rescheduling. Initiative, tact and diplomacy are required.
3. Organise meetings, conferences and seminars, taking responsibility for the venue, attendees, technology, minute taking, appropriate facilities and refreshments. Prepare agendas and supporting paperwork. Disseminate minutes, identify actions and ensure these are dealt with expeditiously.
4. Prepare typed letters, memoranda, briefing papers, reports, presentations and other confidential and highly sensitive correspondence from different origins and media. Proof-read and adjust spelling, punctuation and grammar where appropriate and present the finished product in the corporate style.
5. Devise and maintain office systems, bring forward system including data management, filing and recording systems, etc, and ensuring sensitivity

and confidentiality is maintained at all times in line with the Government Protective Marking Scheme.

6. Screen incoming phone calls, deal with enquiries or refer the caller/enquiry to the relevant person/department.
7. Working closely with partner agencies, both internal and external, including being the first point of contact for enquiries. Facilitating cross partner meetings and providing a Personal Assistant support service to joint agency management teams.
8. Arrange travel/transport and accommodation; if necessary travel with the Manager to log decisions, provide assistance with presentations, and carry out other general administrative support functions.
9. Ensure stationery and office equipment is available, adequate and fit for purpose.
10. Provide initial point of contact for visitors. Arrange hospitality and appropriate itinerary.
11. Complete responsibilities unique to location of role, such as management and administration of complaints to conclusion/resolution. Collating, monitoring progress and reviewing Departmental Risk Registers and Business Plans. Administering of Business Interests, Bonus Payment procedures, Force and ACPO Gifts and Hospitality Registers. Dealing with purchase order requests and management of receipt process.
12. In the absence of manager(s) ensure the continuity, delegation and response to his/her workflow. Provide advice to colleagues where necessary.
13. Provide resilience across Departments for Executive Support.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Support Staff Council. The annual leave entitlement is 22 days with an additional 5 days after 5 years continuous service.

PERSON SPECIFICATION

EXECUTIVE SUPPORT

ESSENTIAL CRITERIA:

- 1 Excellent word processing and typing skills to RSA II minimum standard, or equivalent, including audio typing.
- 2 Shorthand skills and/or speedwriting, and experience of minute taking.
- 3 Proficient in the use of e-mail and Microsoft Office packages (Word, Excel, PowerPoint and Outlook).
- 4 Proven customer service skills with experience of providing high-quality service tailored to meet individual needs.
- 5 Can communicate information effectively, both verbally and in writing. Uses language and a style of communication (including written communication) that is appropriate to the situation and people being addressed.
- 6 Ability to work on own initiative, exceptional planning and organising skills in order to carry out activities in an orderly and well-structured way.
- 7 Displays motivation, commitment and is conscientiousness. Acts with a high degree of integrity and maintains confidentiality at all times.
- 8 Proven ability to work flexibly, including covering for colleagues when absent from duty and a willingness to work across the County in accordance with organisational requirement.
- 9 Candidates must be able to demonstrate a level of awareness of equality and diversity issues appropriate to this role.
- 10 To pass Management Vetting (Police vetting for Designated Posts) and Security Clearance (National Security Vetting) vetting criteria. **(Applicable to Crime and Justice positions only).**