



## Business Support Officer Role Profile

<b>Service Unit</b>	Office of the Police & Crime Commissioner
<b>Team</b>	Office of the Police & Crime Commissioner
<b>Responsible to</b>	Senior Business Support Officer
<b>Scale and Salary Range</b>	Grade 3 – 4
<b>Vetting Status</b>	Recruitment Vetting
<b>Politically Restricted</b>	Yes
<b>CVF Level</b>	Level 1

### Job Context

The Police and Crime Commissioner (PCC) appoints statutory and non-statutory officers to the Office of the Police and Crime Commissioner (OPCC) to ensure that the powers and duties of the PCC are carried out efficiently and effectively. Alongside the PCC, the OPCC ensures that the Commissioner's strategic programme for policing and crime is carried into effect – providing, commissioning, and overseeing services which meet the objectives, priorities and outcomes set out in the Police and Crime Plan.

The OPCC ensures that the PCC has full executive and professional support in carrying out his or her duties and responsibilities comprehensively and lawfully. OPCC staff report to the Chief Executive as Head of Paid Service. In addition to providing and supporting the roles of Monitoring Officer and Chief Finance Officer, the OPCC undertakes a wide range of functions of the PCC via a scheme of delegated powers, supporting and as necessary representing the PCC in carrying out all aspects of his or her public, service provision, scrutiny and governance roles.

### Job Purpose

To provide a high-quality, comprehensive, efficient and flexible business and administrative support to all functions across the Office of the Police and Crime Commissioner (OPCC).

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### Principal Duties and Responsibilities

- Undertake day-to-day business support services to contribute to the effective running of the office, including answering the telephones, ordering goods, administration of post, copying, printing, filing, diary management and other ad-hoc administrative duties.
- Organise, attend, and support PCC community engagement activities, events, conferences, meetings, and briefings.
- Record and manage correspondence and public contact into the office, utilising contact business management systems, and effectively manage digital correspondence in a professional and timely manner.
- To receive internal and external visitors and ensure they are professionally and courteously treated during their visit. Make appropriate arrangements to book facilities and refreshments as necessary.
- Provide effective communication with internal and external contacts.
- Support business governance processes.
- Provide support and facilitation for meetings and Boards including production and distribution of agendas and papers, taking, and circulating minutes. Ensure meeting records represent an accurate account and include all relevant decisions, comments, and issues.
- Co-ordinate and obtain and follow up information to ensure that meeting delegates and Chairs are appropriately prepared.
- Manage public contact through the preparation of appropriate responses and/or signposting correspondents accordingly within agreed service standards.
- Support the preparation of responses to Freedom of Information and Subject Access Request.
- Maintain and operate efficient and effective record keeping and filing systems ensuring they are updated, and information is stored appropriately.
- Support the production of documents, briefing papers, reports, spreadsheets, and presentations.
- To handle and manage confidential information with discretion, ensuring such information is safeguarded appropriately.

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- Carry out financial administrative tasks including the bookings, ordering of goods, and raising of invoices, in accordance with financial controls.
- Manage travel arrangements for office staff, including booking travel, hotels, conferences, car parking arrangements etc.
- Handle and manage confidential information with discretion, ensuring such information is safeguarded appropriately, in accordance with data protection requirements.
- To carry out any other duties which are consistent with the nature, responsibilities, and grading of post.

### **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.

With the exception of any Deputy appointed by a PCC, staff within an OPCC must not undertake political work but are required to operate in a way which is sensitive to and fully informed by the local, regional and national policy context in which the PCC's policing, community safety, public protection and criminal justice responsibilities operate. The post holder will be in a politically restricted post under the Local Government and Housing Act 1989.

The OPCC is required to undertake its role in a way which is agile and responsive to the public interest, to the direct accountability of the PCC to the public as well as to the supportive oversight and scrutiny of the Police & Crime Panel and independent audit committee arrangements. Alongside the PCC, the OPCC undertakes its roles by direct engagement with police and public, private and third sector partner agencies at all levels, with local and national government and with the public.

Due to the nature of the role the portfolio content may change in line with legislation, Home Office and Ministry of Justice policy, and OPCC priorities

The areas of work are determined by the priorities set by the Police and Crime Commissioner as such the portfolio areas may be amended or refocused to align to these priorities

All employees are to comply with confidentiality 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).

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All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all.

Person Specification	
Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
<ul style="list-style-type: none"> <li>GCSE English and Mathematics at Grade C level or equivalent.</li> <li>Knowledge of a variety of software packages including Microsoft Office.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of confidentiality and Data Protection/Freedom of Information issues.</li> <li>IT qualification</li> </ul>
Experience	
<ul style="list-style-type: none"> <li>Experience of working in an administrative or customer focused environment.</li> <li>Experience of the preparation of clear and concise minutes taking and facilitation of meetings.</li> <li>Experience of working with financial systems and completing financial administrative tasks.</li> <li>Experience of handling sensitive and confidential information.</li> <li>Experience of organising meetings and events.</li> <li>Experience of accurate record keeping and data management in accordance with information governance requirements.</li> <li>Experience of producing high quality documentation for a range of audiences, including letters and other written correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in the public sector.</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>Proficient in the use of Microsoft Office applications and IT systems.</li> <li>Excellent communication skills.</li> <li>Able to work successfully as part of a team.</li> <li>Ability to developing and maintain excellent working relationships with key stakeholders</li> </ul>	

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<ul style="list-style-type: none"> <li>• Attention to detail.</li> <li>• Excellent written skills.</li> <li>• Ability to demonstrate initiative.</li> <li>• Ability to work methodically and logically.</li> <li>• Actively seeks solutions to problems.</li> </ul>	
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Highest standards of integrity and probity.</li> <li>• To comply with and promote the organisations Equal Opportunities Policy.</li> <li>• Commitment to CPD (Continual Professional Development).</li> </ul>	

**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.**

Version Control	
Reason for Version Change	Version date
Role Profile Reviewed of Community Safety Hub Advisor	August 2022
Role Profile Finalised	March 2023

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### Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner

Competency	Level 1 – Practitioner
<b>Emotionally aware</b>	<ul style="list-style-type: none"> <li>• I treat others with respect, tolerance and compassion.</li> <li>• I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</li> <li>• I remain calm and think about how to best manage the situation when faced with provocation.</li> <li>• I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</li> <li>• I ask for help and support when I need it.</li> <li>• I understand the value that diversity offers.</li> <li>• I communicate in clear and simple language so that I can be easily understood by others.</li> <li>• I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</li> </ul>
<b>Taking ownership</b>	<ul style="list-style-type: none"> <li>• I actively identify and respond to problems.</li> <li>• I approach tasks with enthusiasm, focusing on public service excellence.</li> <li>• I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</li> <li>• I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</li> <li>• I give feedback to others that I make sure is understandable and constructive.</li> <li>• I take responsibility for my own actions, I fulfil my promises and do what I say I will.</li> <li>• I will admit if I have made a mistake and take action to rectify this.</li> <li>• I demonstrate pride in representing the police service.</li> <li>• I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</li> </ul>
<b>Collaborative</b>	<ul style="list-style-type: none"> <li>• I work cooperatively with others to get things done, willingly giving help and support to colleagues.</li> <li>• I am approachable, and explain things well so that I generate a common understanding.</li> <li>• I take the time to get to know others and their perspective in order to build rapport.</li> <li>• I treat people with respect as individuals and address their specific needs and concerns.</li> <li>• I am open and transparent in my relationships with others.</li> <li>• I ensure I am clear and appropriate in my communications.</li> </ul>
<b>Deliver, support</b>	<ul style="list-style-type: none"> <li>• I take on challenging tasks to help to improve the service continuously and support my colleagues.</li> </ul>

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Competency	Level 1 – Practitioner
<b>and inspire</b>	<ul style="list-style-type: none"> <li>• I understand how my work contributes to the wider police service.</li> <li>• 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.</li> <li>• I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</li> <li>• I support the efficient use of resources to create the most value and to deliver the right impact.</li> <li>• I keep up to date with changes in internal and external environments.</li> <li>• 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.</li> </ul>
<b>Analyse critically</b>	<ul style="list-style-type: none"> <li>• I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</li> <li>• I take in information quickly and accurately.</li> <li>• I am able to separate information and decide whether it is irrelevant or relevant and its importance.</li> <li>• I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</li> <li>• I refer to procedures and precedents as necessary before making decisions.</li> <li>• I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</li> <li>• I recognise gaps and inconsistencies in information and think about the potential implications.</li> <li>• I make decisions in alignment with our mission, values and the Code of Ethics.</li> </ul>
<b>Innovative and open-minded</b>	<ul style="list-style-type: none"> <li>• I demonstrate an open-ness to changing ideas, perceptions and ways of working.</li> <li>• I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</li> <li>• I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</li> <li>• I adapt to change and am flexible as the need arises while encouraging others to do the same.</li> <li>• I learn from my experiences and do not let myself be unduly influenced by preconceptions.</li> </ul>

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Values	All Levels
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• I always act in line with the values of the police service and the Code of Ethics for the benefit of the public.</li> <li>• I demonstrate courage in doing the right thing, even in challenging situations.</li> <li>• I enhance the reputation of my organisation and the wider police service through my actions and behaviours.</li> <li>• I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations.</li> <li>• I am open and responsive to challenge about my actions and words.</li> <li>• I declare any conflicts of interest at the earliest opportunity.</li> <li>• I am respectful of the authority and influence my position gives me.</li> <li>• I use resources effectively and efficiently and not for personal benefit.</li> </ul>
<b>Impartiality</b>	<ul style="list-style-type: none"> <li>• I take into account individual needs and requirements in all of my action.</li> <li>• I understand that treating everyone fairly does not mean everyone is treated the same.</li> <li>• I always give people an equal opportunity to express their views.</li> <li>• I communicate with everyone, making sure the most relevant message is provided to all.</li> <li>• I value everyone's views and opinions by actively listening to understand their perspective.</li> <li>• I make fair and objective decisions using the best available evidence.</li> <li>• I enable everyone to have equal access to services and information, where appropriate.</li> </ul>
<b>Public Service</b>	<ul style="list-style-type: none"> <li>• I act in the interest of the public, first and foremost.</li> <li>• I am motivated by serving the public, ensuring that I provide the best service possible at all times.</li> <li>• I seek to understand the needs of others to act in their best interests.</li> <li>• I adapt to address the needs and concerns of different communities.</li> <li>• I tailor my communication to be appropriate and respectful to my audience.</li> <li>• I take into consideration how others want to be treated when interacting with them.</li> <li>• I treat people respectfully regardless of the circumstances.</li> <li>• I share credit with everyone involved in delivering services.</li> </ul>
<b>Transparency</b>	<ul style="list-style-type: none"> <li>• I ensure that my decision-making rationale is clear and considered so that it is easily understood by others.</li> <li>• I am clear and comprehensive when communicating with others.</li> <li>• I am open and honest about my areas for development and I strive to improve.</li> <li>• I give an accurate representation of my actions and records.</li> <li>• I recognise the value of feedback and act on it.</li> </ul>



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|  | <ul style="list-style-type: none"><li>• I give constructive and accurate feedback.</li><li>• I represent the opinions of others accurately and consistently.</li><li>• I am consistent and truthful in my communication.</li><li>• I maintain confidentiality appropriately.</li></ul> |
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Further detailed information on the CVF can be located by clicking on the following link:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>