



Role Title	Business Support Assistant (Includes Apprentice Business Support Assistant)	Reporting to	Business Support Officer
Section	Business Support	District/Department	Estates & Business Services Directorate
Tenure		Rank/Grade	Scale 3

Part A – JOB DESCRIPTION

Overall purpose of role	To provide an efficient and comprehensive customer services function to the assigned District /Department in accordance with Financial Regulations and Force Policies. Ensure best value is delivered to the Force through working proactively.
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Key outputs for role –

1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2. Process and validate Police and Police Staff overtime for pay and time off in lieu, in CARM. Scrutinise and challenge authorised claims in line with known coding structure, highlight the need for additional group types/reason codes to improve Management information whilst ensuring Force Financial procedures are followed and consistency maintained.
3. Scrutinise, challenge where appropriate and process expense claims for special constables and volunteers in accordance with Force Policy
4. Seek guidances Force Procure to Pay (P2P) team on all issues related to procurement and revenue collection and act as liaison for P2P team in relation to purchasing queries, and, where relevant scrutinise requests, challenging requesters and suggesting alternatives prior to requests for goods, services, equipment and consumables being submitted to the central purchasing team. Ensure credit card statements are checked, coded and returned to P2P team in a timely manner.
5. Input computerised data across a range of systems to maintain the Business and Receipts Accounts including the receipt, dual counting, payment and banking of monies, ensuring all accounts are processed in line with financial regulations and force policy whilst maintaining accurate records for audit purposes, where necessary seek guidance from the central P2P team.
6. Provide a comprehensive administrative support including the sorting and distribution of incoming and outgoing mail, mail logging and allocation where appropriate, reception duties, responding to requests and queries via Service Manager enquiry system to ensure effective running of the service is maintained. Identify common frequently asked questions to be included on the Knowledge Portal to provide an efficient Customer services system for staff 24/7.
7. Provide support to the Customer Services Officer on facility issues including pocket book management, IT, Transport, Estates and master tapes placing requests where necessary including the co-ordination of vehicle fleet checks, distribution of uniform, fuel cards, log books and keys within the District, Department, Directorate, Business Units. Issue keys for Clothing, PAVA spray and Airwave lockers in line with force policy ensuring continuous accuracy of all databases for all sites throughout the District/Department/Directorates/Business Units to ensure operational effectiveness and undertake audits of Airwave lockers where applicable in line with legislation
8. Checking visitor ID and vetting where necessary, issue and control security of ID cards for contractor site visits. Respond to contractor enquiries and book in site visits at appropriate dates and times.
9. Be the single point of contact in respect of DSE Assessments, undertaking them where applicable and liaising

with the OHU/People Team were applicable to ensure that all specialist requests for equipment is facilitated appropriately.

10. Undertake any other customer service function work as directed including maintaining appropriate levels of stock including controlled stationery for distribution in accordance with Force policy, working at different locations, in order to provide business continuity and to enable the customer services function as a whole to fulfil force-wide needs.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)

- Responding to strict, financial deadlines and working within the Force Financial Regulations and force policies.
- Responsibility and security of the Receipts and Business Accounts.
- A range of computer software e.g. CARM, Proactis, bank coding system, Infoshare, Skype, Service Manager and Outlook.
- Establishment of 2000 to 4500 Police Officers and Police Staff
- Receipting and banking up to £0.7m p.a.

Work/Business contacts

Internal: Police and Police Staff of all ranks and grades across the Force.

External: All relevant agencies, partners, suppliers, members of the public, police and support staff.

Expertise in Role Required (At selection - Level 1)

Essential or Desirable

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| • Has basic knowledge of office systems and procedures. | Essential |
| • Has knowledge of and the ability to operate computer systems such as Microsoft Office including Word and Excel. | Essential |
| • Has ability to successfully complete training in the use of relevant Force computer systems. | Essential |
| • Has basic understanding of General Data Protection Regulations (GDPR) | Essential |
| • Has basic knowledge of Duties Management and Finance systems | Desirable |

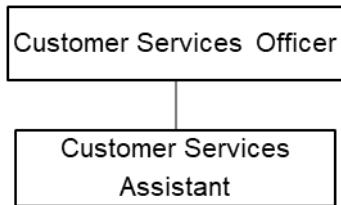
Other (Physical, mobility, local conditions)

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| • Ability to travel around the Force area if required. | Desirable |
| • Is willing to work in any post appropriate to the grade at such other place within the Force as may be reasonably required | Essential |

Expertise in Role - After initial development - Level 2

- Has a detailed knowledge of all relevant organisational policies, structure, procedures and guidelines.
- Has demonstrated competence in performing all BSA functions in the relevant District/Department
- Has detailed knowledge of the facilities management system, CARM, Proactis, bank coding system, hotel and travel booking system and Outlook.
- Has attended the general user Niche course if required for repayments of seized cash.

Structure



PART B – COMPETENCIES & VALUES¹

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Has a detailed knowledge of all relevant departmental and force procedures and practices.
- Has used and applied knowledge gained to suggest improvements to systems.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter Access to Police Buildings where based
Vetting Level	Management Vetting
Date accepted as a role profile	20 th May 2019