

ROLE PROFILE

Role Title	Business Support Officer	Reporting to	Governance Manager
		District/Department	Office of the Police and Crime Commissioner (OPCC)
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	As Business Support Officer, work closely with the Business Support Lead to provide an efficient and effective business support service to the PCC and OPCC colleagues to ensure the successful delivery of OPCC business, including to support the effective delivery of the PCC's priorities and the Police and Crime Plan.
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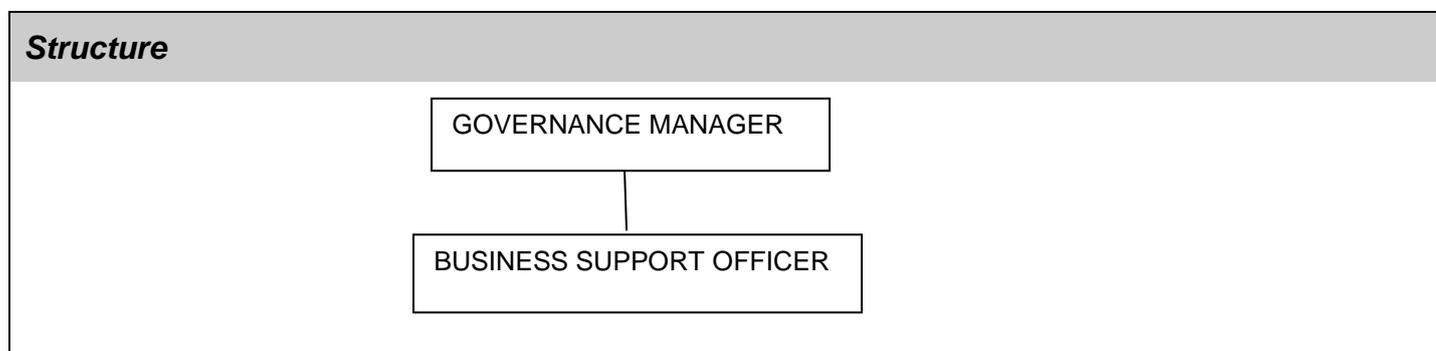
Key outputs for role	
<ol style="list-style-type: none"> 1. Work closely with the Business Support Lead to provide comprehensive support across the OPCC to ensure the efficiency and effectiveness of the PCC/OPCC and provide support to all the OPCC functions to assist in the delivery of the Police & Crime Plan. 2. Act as a point of contact for members of the public, dealing with calls and correspondence, providing information, assisting with casework, complaints, and FOI requests to support the work "putting things right", dealing with and recording information, liaising with the WYPS and other partners as appropriate. 3. Provide administration, finance and business support to colleagues in the OPCC and Joint Audit Committee, organising meetings, travel and accommodation, taking minutes, paying expenses, recording cash transactions and ordering goods and services ensuring procedures are followed and an audit trail maintained. 4. Supporting the External Affairs Team in engaging and communicating with people across West Yorkshire, organise and assisting at events and meetings, being involved in consultation and campaigns, updating the website and collating information from surveys and conducting questionnaires. 5. Perform a research role and provide information as required by colleagues across the OPCC, inputting data and preparing reports. 6. Support the Business Support Lead with campaigns to recruit and coordinate the work of volunteers including support for the Independent Custody Visiting Scheme. 7. Support the Governance Manager in delivering good governance across the OPCC. 8. Arrange and co-ordinate submissions to Police Appeals Tribunals and liaise with trade unions and staff associations. 9. With a flexible approach to working within a dynamic and changing environment, provide any other support necessary to enable the PCC to fulfil their role. 	

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none"> • Administering the Your Views survey (approximately 1300 questionnaires per month). • Supporting casework, complaints and FOI requests of approximately 150 new contacts per month.

Work/Business contacts
<p>Internal: PCC and staff across the OPCC, shared services, staff and officers across WYP.</p> <p>External: Members of the public across West Yorkshire, other OPCCs, local authorities and other partners, elected representatives, staff associations, business, third sector and volunteers.</p>

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Word processing experience and the ability to operate MS Office software packages	Essential
• Good literacy, numeracy and well developed communication skills	Essential
• Willingness and ability to work on own initiative and to contribute fully to a team	Essential
• Willingness and ability to analyse and assess information in order to make decisions	Essential
• Willingness and ability to manage a varied workload and work within deadlines	Essential
• Experience in a customer service environment	Desirable
Other (Physical, mobility, local conditions)	
• Occasional work outside of normal office hours	Essential
• Ability to work in other areas in West Yorkshire as requires	Essential

Expertise in Role - After initial development - Level 2
• Thorough understanding of the functions, responsibilities and policies of the OPCC, PCC West Yorkshire Police and the context in which they operate
• Good knowledge of key organisational issues affecting the work of the section
• Be able to judge impact of decisions on the reputation of the PCC and their office
• Be able to provide comprehensive support on a wide range of functions within the OPCC



PART B – COMPETENCIES & VALUES

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 - 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	26/4/17