



Role Title	Business Support Assistant	Reporting to	Business Support Supervisor
Section	District/Departmental Business Support	District/Department	Finance & Commercial Services
Tenure		Rank/Grade	Scale 3

Part A – JOB DESCRIPTION

Overall purpose of role	To provide an efficient and comprehensive business support 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 –
<ol style="list-style-type: none">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. Proactively scrutinise requests, challenging requestors and suggesting alternatives to ensure the most economic and appropriate methods are identified prior to placing requests for goods, services, equipment and consumables. Using various Force systems , raise requisitions, sales invoices, credit notes, follow Force procedures, using the most appropriate budget code and group type to ensure consistent Management information.4. Scrutinise, challenge where appropriate and process expense claims for special constables and volunteers in accordance with Force Policy.5. Exercise responsibility and accountability for an individually issued corporate purchase card, ensuring Force Policy is adhered to.6. Problem solve invoices and purchasing queries, validate accuracy ensuring only valid invoices are accepted for payment. Regularly review financial commitments, contact suppliers for invoices or where scrutiny indicates cancel orders no longer valid.7. In line with Force guidelines, determine if a request for a new supplier would need to include completion of an IR35 and provide relevant documents.8. 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.9. 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 HelpDesk Plus enquiry system to ensure effective running of the services is maintained. Identify common frequently asked questions to be included on the Knowledge Portal to provide an efficient Business Support system for staff 24/7.10. Provide support to the Business Support Officer and Supervisor on facility issues including IT, Transport, Estates, master tapes and Procurement services placing requests where necessary including the co-ordination of vehicle fleet checks, distribution of fuel cards, log books and keys within the District/Department. 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.11. Use an external Facilities Management system to create, and identify the status of, maintenance tasks. 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.

12. Undertake any other Business Support 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 Business Support 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.
- Responsibility and security of Force Purchasing card.
- A range of computer software e.g. CARM, Proactis, bank coding system, Infoshare, Skype, HelpDesk Plus and Outlook.
- Establishment of 800 to 2000 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

**BUSINESS SUPPORT
SUPERVISOR**

BUSINESS SUPPORT ASSISTANT

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 - 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	18/9/18