

## GWENT POLICE - ROLE PROFILE

**Role:** FCS Systems Support Administrator

**Department:** Force Communications Suite (FCS) – Support Office

**Service Area:**

**Responsible to:**

**Responsible for:** N/A

**Role Purpose:** To provide administrative support to the Force in respect of FCS related systems

**Scale:** Scale 3

**Date role last reviewed:**

### **Main Activities:**

1. To provide Administrative and first point of contact support to the Force, in particular with respect of Force Command and Control system (STORM) & Telephony related systems (VOIP), ensuring efficient and effective administration services.
2. To maintain the administrative functions within the Force Communications Suite systems with responsibility for the day-to-day non-technical administration of the application and information on the system.
3. Assist in the production of documentation as required, ensuring accurate and grammatically correct reporting of key information and provide support to colleagues in times of high demand or abstraction.
4. Respond and deal with enquiries on the telephone, via e-mail and face to face with internal departments and external agencies.
5. To ensure the prompt and accurate processing of data within Force Command and Control system.
6. Create, maintain and ensure the accuracy and integrity of the information held within the Force Communications Suite Systems and undertake regular audit and checking procedures.
7. Assist in the organisation and recording, taking and disseminating minutes of FCS STORM meetings ensuring that logistical arrangements are made, appropriate and relevant paperwork is provided prior to and after the meeting

8. Perform other ad-hoc responsibilities commensurate with grade at the direction of your line manager.
9. To ensure the delivery of effective customer and support service in line with agreed service standards.
10. To deliver a customer-focussed service.
11. To promote and adhere to Gwent Police's Strategic Equality Plan to support the development of a diverse workforce.
12. To take reasonable care of own and others safety; to co-operate with managers / supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults etc.
13. To fully participate in the performance appraisal process.

**Special Circumstances:**

1. Gwent Police is a non-smoking organisation
2. All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.
3. Must have the ability to travel independently in and around the Force area to attend meetings and conferences as required.
4. To be flexible with regard to working hours and be available for pre-planned events and activities during evenings and weekends

Note: This role profile is provided to give a broad outline of the job activities of this post. Gwent police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within the Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

<b>Job Specific Criteria Areas</b>	<b>Maximum Word Count</b>	<b>Method of assessment, For example, application form, test, presentation or certificate</b>
<p><b>1. Attainments</b></p> <p>Must have NVQ Level 2 in Business Administration or relevant experience in an administrative position.</p> <p>Must be IT literate in Microsoft applications, including Word, excel and PowerPoint.</p>	<b>300</b>	<b>Application Form/Interview</b>
<p><b>2. Experience</b></p> <p>Must have post qualification experience in a multi-site organisation.</p> <p>Must have previous experience of administrative support.</p> <p>Must be able to demonstrate excellent organisational skills.</p>	<b>400</b>	<b>Application Form/Interview</b>
<p><b>3. Knowledge</b></p> <p>Must have knowledge of office management principles, methods and procedures.</p>	<b>400</b>	<b>Application Form/Interview</b>
<p><b>4. Serving the Public</b></p> <p>Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.</p> <p>Understands the expectations, changing needs and concerns of different communities, and strives to address them.</p> <p>Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.</p> <p>Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them.</p>		<b>Interview</b>

Works in partnership with other agencies to deliver the best possible overall service to the public.		
<b>5. Openness to Change</b>	<b>400</b>	<b>Application Form/Interview</b>
<p>Positive about change, adapting rapidly to different ways of working and putting effort into making them work.</p> <p>Flexible and open to alternative approaches to solving problems.</p> <p>Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement.</p> <p>Takes an innovative and creative approach to solving problems.</p>		
<b>6. Service Delivery</b>	<b>400</b>	<b>Application Form/Interview</b>
<p>Understands the organisation's objectives and priorities, and how own work fits into these.</p> <p>Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes.</p> <p>Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well.</p> <p>Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.</p>		
<b>7. Professionalism</b>		<b>Interview</b>
<p>Acts with integrity, in line with the values and ethical standards of the Police Service.</p> <p>Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.</p> <p>Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.</p> <p>Upholds professional standards, acting honestly and ethically, and challenges</p>		

<p>unprofessional conduct or discriminatory behaviour.</p> <p>Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge.</p> <p>Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.</p>		
<p><b>8. Decision Making</b></p>	<p><b>400</b></p>	<p><b>Application Form/Interview</b></p>
<p>Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.</p> <p>Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances.</p> <p>Balances risks, costs and benefits, thinking about the wider impact of decisions.</p> <p>Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.</p>		
<p><b>9. Working with Others</b></p>		<p><b>Interview</b></p>
<p>Works co-operatively with others to get things done, willingly giving help and support to colleagues.</p> <p>Is approachable, developing positive working relationships.</p> <p>Explains things well, focusing on the key points and talking to people using language they understand.</p> <p>Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.</p> <p>Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations.</p> <p>Is courteous, polite and considerate, showing empathy and compassion.</p>		

Deals with people as individuals and addresses their specific needs and concerns.		
Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.		

Signed: \_\_\_\_\_ (Applicant – upon offer of appointment)

Dated: \_\_\_\_\_