

## **JOB DESCRIPTION**

<b>Post:</b>	Admin Support Apprentice	<b>Job Evaluation Ref:</b>	D1967
<b>Grade:</b>	Band B		
<b>District/Department:</b>	Forcewide		
<b>Sector/Section:</b>	-		
<b>Location:</b>	Various		
<b>Reporting to:</b>	Relevant assigned Supervisor		

## **ACTIVITIES AND RESPONSIBILITIES OF THE POST**

### **1. Principal purpose of the role**

An apprentice will receive on and off the job learning, training and support to develop their knowledge, experience and skills to undertake the main duties and responsibilities shown below. They will complete either a Business Administration or Customer Service apprenticeship.

### **2. Main activities of the role *(This list is not exhaustive)***

- To provide a range of administrative support activities including processing documents and information, photocopying, filing, scanning and distributing material.
- To learn how to maintain and update a variety of manual and computerised filing systems associated with the work of your department unit.
- To assist with the monitoring of group voicemail and email inboxes; retrieving, reviewing and disseminating messages and generating standard correspondence, as appropriate.
- To deal with general telephone and face to face enquiries with colleagues, customers and visitors in a competent, courteous and professional manner, forwarding to other colleagues and supervision, as appropriate.
- To process general and ad hoc requests for administrative support and assistance to your department.
- To assist with the preparation and collation of management information.
- To provide administrative support for meetings, as directed by supervision
- To undertake purchase ordering, checking, recording and reporting processes in line with protocols and policies, as directed by supervision.
- To assist with mail processing and diary monitoring, as directed by supervision and to support the work of your department.
- To assist colleagues and supervision with the preparation, production and delivery of events and presentations.
- To learn to use a variety of technologies, software, systems and processes in order to provide administration support to the department unit.
- To promote and comply with the constabulary policies on health and safety both in the delivery of services and the treatment of others.
- To promote and comply with policies with regard to both personal and building security.
- To comply with and promote equality legislation and constabulary policies on diversity and equality. Take steps to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.
- To fully participate in the apprentice development review process.
- All staff and officers must adhere to and comply with Data Protection, Freedom of Information and Human Rights legislation and the Authorised Professional Practice (Information Management). It is the responsibility of all staff and officers to maintain data quality and security.

Validated:

- Any other duties that are commensurate with the role and grade as may be requested by management.

### **3. Special conditions/Points to note**

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.
- e) If candidates do not already hold a Level 2 qualification in Maths and/or English they will be expected to undertake functional skills qualifications.

## **PERSON SPECIFICATION**

**Post:** Admin Support Apprentice

**District/Department:** Forcewide

**Location:** Various

### **Essential Criteria**

1. Able to produce written work to a good standard of accuracy and conciseness.
2. Able to understand and process verbal/written instructions in order to complete tasks.
3. Able to use a variety of IT and office technologies.
4. Able to communicate effectively with colleagues, supervisors and customers.
5. Can remain calm and professional under pressure and when dealing with others.
6. A desire to self-develop, complete apprenticeship qualification and apply learning.
7. Enthusiastic and motivated about working in a policing support environment.

### **Desirable Criteria**

1. Capable of using own initiative to query, clarify and process details.
2. Capable of working with sensitive information.

Validated: