

JOB DESCRIPTION

Post:	Eastern Region Hostage and Negotiation Training Administrator	
Grade:	Band B	Job Evaluation Ref: C1124
District/Department:	Joint Protective Services	
Sector/Section:	Operational Planning	
Location:	OCC, Wymondham	
Reporting to:	Hostage and Crisis Negotiation Training Manager	

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To provide administrative support to the Hostage and Crisis Negotiation Training Manager for the Eastern Region, engaging with both internal and external customers to assist in the efficient organisation and running of annual Negotiation training courses hosted by the Eastern Region.

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

- Managing email inboxes relating to Hostage and Crisis Negotiation training courses, proactively dealing with the actions required including for example general enquiries, course confirmations, allocation of course places and arranging booking forms.
- Raising Purchase Orders
- Organising practical course matters including preparation of and sending out joining instructions/welcome packs and course notes; students vetting; arranging access passes; accommodation booking; facilities, food and catering bookings.
- Preparation of Health and Safety risk assessments
- Carrying out a variety of miscellaneous administrative tasks, for example ordering stationery, arranging certificate printing and photography bookings, arranging any transport requirements
- Assisting as necessary with training course logistics including allocation of role players and assessors for each course; exercise briefings required each day of courses.
- Managing the national database 'Resilience Direct', for example updating permissions and newly qualified negotiators
- Assisting in the planning for the annual training calendar for 12 months for the 6 regional forces
- Planning and preparing for Continued Professional Development sessions and Assessment Centres
- Preparing data returns for the National Negotiator Group regional meeting (bi weekly)
- 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.

PERSON SPECIFICATION

Post: Eastern Region Hostage and Negotiation Training Administrator

District/Department: Joint Protective Services

Location: Flexible

Essential Criteria

1. Demonstrate ability to use computer systems with working knowledge and experience of using Microsoft Outlook, Word, Excel and Teams
2. Administrative experience with proven ability to work to deadlines, maintain efficient records and systems
3. Proven ability to organise and prioritise own workload
4. Demonstrate effective communication skills, both written and verbal
5. Proven ability to work accurately with close attention to detail
6. Ability to travel within the Eastern region as required

Desirable Criteria

1. Previous experience of working within a public sector and/or training environment