



EMILY SPURRELL
MERSEYSIDE POLICE
& CRIME COMMISSIONER

JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE:

Office of the Police and Crime
Commissioner (OPCC) for Merseyside

AREA/DEPT:

FAU:

SECTION:

Business and Assurance Team

JOB TITLE:

BUSINESS SUPPORT OFFICER

REPORTS TO:

Business Support and Accountability Manager

CURRENT RANK/GRADE:

D

DATE:

November 2024

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To provide an efficient and effective business support service to the Office of the Police and Crime Commissioner, including delivering specific projects and workstreams as directed by the OPCC Chief Executive, Chief Finance Officer and Head of Business Services & Assurance.

To provide a high quality, confidential and efficient administrative support service to all sections of the organisation.

To provide monitoring and analysis of key streams of work to ensure compliance with organisational objectives and relevant regulations and statutory requirement.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Prepare, collate and circulate agenda, papers and other relevant documents in advance of internal corporate meetings in order that members are aware of all issues to be discussed in advance of their respective meetings. Ensure that appropriate levels of confidentiality and security arrangements apply to relevant papers to ensure that only individuals who are entitled to receive papers have access.

- b) Produce clear and concise minutes of meetings/actions in order that an accurate and concise record is made, capturing the subject matter and salient points. Ensure publication and circulation of minutes where appropriate.
- c) Prepare meeting papers for Senior Management Team members ensuring they have all necessary documentation to enable efficient representation of the OPCC. Assess whether further research, action or analysis is necessary to maintain links with internal and external partners ensuring good working relations thereby providing a quality service.
- d) Maintain and regularly update relevant action registers and allocate all actions from meetings, to ensure that timely updates are provided from action owners and task are completed within the agreed timescales. Report, by exception, any action that has not been completed to the Head of Business Services/Chief Executive, to ensure appropriate action is taken and key deadlines are achieved.
- e) Support members of the Senior Management Team in delivering events, such as conferences and focus groups, by organizing suitable venues, identifying and scheduling attendees, preparing itineraries and support with delivery of the event.
- f) Undertake project work and business support commensurate with the role, as directed by the Head of Business Services. This will include work to support the administration and delivery of various workstreams across the various functions of the OPCC.
- g) As required, and to provide resilience, deliver a confidential secretarial function to the PCC, DPCC, Chief Executive and Senior Management Team, maintaining an efficient records/filing system for confidential papers and files and maintaining the diaries of the team to enable a quality service to be provided.
- h) Provide the Senior Management Team with a professional service including compiling letters and reports on their behalf, thus enabling them to carry out their functions in the most effective and efficient manner. Prepare relevant documentation for the Chief Executive, Chief Finance Officer and Head of Department ensuring research is carried out into various topics prior to circulation.
- i) Deal with telephone enquiries and ensure messages are recorded accurately for onward transmission on behalf of the PCC and Senior Management Team. Make decisions and grade responses on behalf of the team to ensure an effective service is provided.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The post holder must have experience of servicing corporate meetings and must be able to produce accurate and concise minutes to meet deadlines. This often involves having an understanding of the strategic and political issues relevant to particular meetings.

Candidate should possess excellent secretarial skills including extensive diary management, shorthand/speedwriting, audio typing and word processing together with experience in a secretarial role. Post holder should be comfortable working with a Senior Management Team in order to provide an effective service.

Post holder should have excellent organisational skills and time management, working to deadlines and prioritising work in a pressurised environment in order to provide an effective service. This may include providing a degree of cover within the other areas of the OPCC to ensure that standards of service are maintained.

A high degree of communication skills both verbal and written is required and an ability to understand issues of sensitivity and confidentiality when dealing with internal and external customers.

The post holder requires good interpersonal and negotiation skills in order to ensure that work is appropriately allocated and monitored to ensure deadlines are met.

Highly proficient in the use of various IT packages, including all Microsoft office packages, to produce high quality documents

Ability to research and assimilate information and data, in order to provide written or oral briefings in a condensed format.

Must be confident, forward thinking and self-motivated and able to work with the minimum of supervision using own initiative to plan and organise own workload to meet OPCC objectives.

A comprehensive understanding of the organisational structure, main department, and key individuals, internal and external, to enable the post holder to provide and receive informal assistance information and feedback.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

(a) ***Supervisory responsibilities:***

N/A

(b) ***Supervision Received:***

The role is line managed by the Business Support and Accountability Manager but will have regular contact and account directly to other staff on a regular basis including the Head of Business Services and Assurance, Chief Executive, Police and Crime Commissioner and Chief Finance Officer.

(c) ***Other Contacts:***

(i) ***Within OPCC:***

Police and Crime Commissioner, Deputy PCC, Secretaries, Chief Executive, News and Comms Team, Business Support Team, Police Liaison Officer, Portfolio & Partnership Team and Commissioning Team.

(ii) ***Outside OPCC:***

Members of staff at all levels within Merseyside Police, Professional Standards, Home Office, other OPCCs Statutory bodies such as the IOPC and ICO, complainants and other members of the public, local MPs offices, local authorities and commissioned services.

5. CONTEXT:

(a) ***Operating Environment:*** (Services provided, work patterns, who are the customers).

The post holder works within the OPCC's flexible working hour's scheme.

(b) ***Framework and Boundaries:*** (Policies and procedures which affect you and how these can be changed).

OPCC Policies and Procedures
Merseyside Police Policies and Procedures
Relevant Legislation
Local and National Conditions of Service
Data Access Legislation
Financial Regulations and Standing Orders

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: N/A

Staff: N/A

Other: N/A

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

The postholder will be responsible for managing a varied workload of projects and pieces of work in order to ensure the efficient and effective running of the Office of the Police and Crime Commissioner for Merseyside. This work will cover the breadth of responsibilities of the office and the wide remit of the organization simultaneously and against strict deadlines.

The role requires both excellent organisational skills but also an ability to deal with confidential issues in a sensitive and tactful manner.

The role will also cover the responsibilities of the OPCC Private Secretary in cases of leave, absence or additional demand, providing resilience and additional capacity to manage new and emerging pressures facing the organisation.

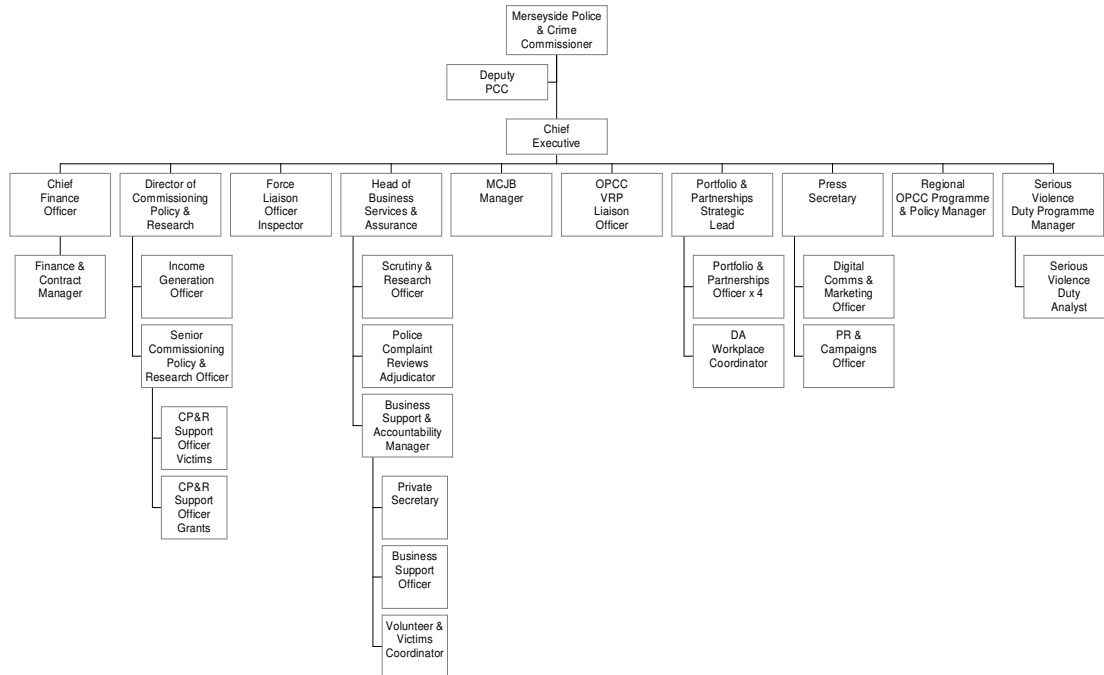
8. ADDITIONAL INFORMATION:

(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

This is a Politically Restricted post.

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn