



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: DCC
AREA/DEPT: Corporate Support Department
FAU:
SECTION: Business Support
JOB TITLE: CLERICAL OFFICER
REPORTS TO: Team Leader
CURRENT RANK/GRADE: AA
DATE: September 2023

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

To work within a hubbed administration team, assisting in providing an efficient and effective service in respect of all aspects of administration (financial, Road Traffic Collision (RTC)).

2. PRINCIPAL ACCOUNTABILITIES:

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

- a) Receive and distribute all paper and electronic mail and correspondence ensuring it is dealt with in a timely and efficient manner.
- b) Provide a professional telephone and reception service on behalf of the business area, responding to inbound calls and visitors, giving assistance where necessary, in a professional in and customer focussed manner.
- c) Quality assure documentation in respect of RTC and finance, to ensure it meets the correct standards, where necessary reporting issues to officers/staff/partners.
- d) Process payroll, and RTC matters, including the inputting, extracting and researching of information, to ensure an efficient service is provided to customers.
- e) Undertake general filing and complete the archiving and destruction of documents to adhere to the Records Retention Policy.
- f) Arrange travel, accommodation, vehicle hire in accordance with force policies, monitoring and reporting on expenditure as and when required.

- g) Arrange meetings, including booking rooms, car parking and refreshments, to meet the needs of the customer.
- h) Process orders, goods receipt notes and invoices in order to ensure goods and services are provided to customers, liaising with suppliers and customers as necessary.
- i) Undertake stock checks to ensure that adequate supplies of stationery and goods are available.
- j) Assist with general office duties at the discretion of managers to ensure that the provision of an effective service is maintained.
- k) Undertake other administrative duties commensurate with the grade, when appropriate, to ensure the efficient running of the department. This may include working from other locations within the force area.

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?).

Minimum GCSE Grade 4 or equivalent in English and Maths.

Knowledge of Force Financial Regulations, procurement arrangements, financial systems and administrative procedure to process payroll and goods and services.

Knowledge of Road Traffic Legislation to process RTC matters.

The ability to plan and organise to ensure tasks are completed in line with relevant deadlines.

Good interpersonal skills to be used when dealing with internal and external customers.

Communication skills to be used when giving advice.

The ability to be flexible is essential in order to provide resilience across the business area and maintain service delivery.

IT literate with good keyboard skills to enable extracting of information and research.

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:***

First line supervision received from Team Leader

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

(i) ***Within Merseyside Police:***

Police and support staff of all ranks and grades, within the department and throughout the force.

(ii) ***Outside Merseyside Police:***

Other forces and external organisations, injured parties, victims and witnesses in order to give and receive information on behalf of departmental officers.

5. CONTEXT:

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

Provision of an administrative support service to department personnel and its customers.

Post holder may be expected to work at other administrative hubs/offices within the force area.

The post holder will operate within the Force Flexible Working Hours policy. The unit must be staffed between core business hours of 08.30-17.00 hours to meet operational requirements.

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

Data Protection Act, 1998

Official Secrets Act

Local and National Conditions of Service

Financial Regulations

Force and PCC standing orders and Financial Regulations

Health and Safety Legislation

Other legislation, Force Policy and procedures relevant to the role.

(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).

Business Support provides a centrally managed, locally delivered administrative service to operational and support staff within the force.

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).

In order to provide resilience and to assist staff development, the unit operates a job rotation programme. It is expected that staff will become multi-functional.

Owing to the nature of the role the postholder will be Management Vetted.

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