



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: NWROCU – NW Regional Organised Crime Unit

AREA/DEPT: Business Support

FAU:

SECTION: BUSINESS SUPPORT

JOB TITLE: BUSINESS SUPPORT OFFICER

REPORTS TO: Business Administration Facilities Manager

CURRENT RANK/GRADE: GRADE C

DATE: November 2019

1. JOB PURPOSE:

To provide a flexible, efficient and effective business support function, thus assisting NWROCU to meet external and internal performance targets.

2. PRINCIPAL ACCOUNTABILITIES:

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

1. Process purchase orders of suppliers and services, ensuring compliance with financial regulations, availability of budget and exercising the principles of best value thus ensuring an effective service is provided.
2. Undertake the routine authorisation and payment of purchase orders and non-order invoices. Check services have been received, cost centres and category codes are correct, including direct contact with suppliers of goods and services and liaison with Procurement Unit, to seek best practice and quality of goods and services, ensuring compliance with Financial Regulations.
3. Responsible for issuing and managing the petty cash process, covert expenditure processes in relation to NIPs, Oyster Card and where appropriate and necessary covert payments ensuring compliance with financial regulations and record keeping.

4. Provide pool car service to the NWROCU, administering bookings, checking compliance with vehicle checks, service and repair schedules to ensure appropriate and effective use of vehicle fleet resources whilst ensuring compliance with all vehicle policies and standards.
5. Arrange travel, accommodation and vehicle hire for officers and staff engaged in NWROCU business. Maintain adequate levels of stationery and administrative equipment for NWROCU thus assisting officers and staff to undertake their roles. Monitor expenditure on travel claims, hotel expenses, Oyster cards etc. to assist with overall budget monitoring.
6. Support the induction and leaver process for all seconded officers and staff at the NWROCU. Undertaking a variety of administration functions including but not limited to: OST/First Aid booking management, allocation and return of kit and equipment (phones, laptops, etc.) arranging Force IT access both for Merseyside and across all regional forces, issuing and providing advice on policies and guidance in respect of NWROCU processes.
7. Act as the first point of contact for all visitors to the NWROCU main HQ, ensuring compliance with visitors. Support facilities and Estates management duties undertaken by line manager ensuring compliance with H&S policies.
8. Provide support for conferences, presentations and meetings on behalf of NWROCU including arrangements for bookings and hospitality, supporting Corporate Support and facilitating events including CPD, marketing campaigns, reward and recognition ceremonies for both internal and external events. Represent NWROCU at meetings taking and producing minutes and updating action logs as and when required ensuring resilience and continuity of service is delivered and management information is produced when required.
9. Maintain and update various databases and spreadsheets as required including but not limited to asset inventories ensuring accuracy and regular update to enable effective utilisation of all resources. Undertake statistical recording, updating systems to inform Home Office returns and local performance systems.
10. Respond to routine correspondence and maintain appropriate records in an accurate manner, records management to include the storage, retention, disposal and retrieval of material. Undertake data inputting, audio typing and word processing of documentation including correspondence, statements and surveillance logs.
11. Assist with general office duties at the discretion of the relevant supervising officers. Deputise for other members of the Business Support Team including Secretariat where appropriate, undertaking other clerical duties commensurate with the grade, to assist with efficient running of the NWROCU.

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?).

- a. A solid understanding of policies and procedures in relation to Administration and Finance to enable post holder to assist in providing an effective service in accordance with Force procedures; including use of Finance System (CIVICA) and record keeping.
- b. Must have experience of working within an administrative / clerical role dealing with confidential information working to deadlines and tight timescales within a busy environment.
- c. Ability to work flexibly with team members to achieve individual, team and organisational objectives maintaining high levels of customer care.
- d. Experience of working on own initiative, investigating problems, developing solutions and taking timely action to resolve them.
- e. Computer competence including knowledge of MS office packages in particular, Word, Excel and PowerPoint to assist in management reporting. Competence and experience in use of Microsoft Outlook including email, diary co-ordination, scheduling and tasking facilities. Copy and audio typing skills with some experience of minute taking.
- f. Ability to collate and analyse data and produce management information as required.
- g. Communication skills verbal and written together with the ability to brief Police Officers and Police Staff on processes and procedures.
- h. Assertiveness in order to foster best practice on use of equipment and Business Support processes to maximise resources within NWROCU.
- i. Ability to work with minimal supervision together with organisational skills in planning own workload to ensure deadlines are met.
- j. Experience of making decisions and taking appropriate action including effective and appropriate self-generated responses to email and general enquiries.
- k. Qualified or a willingness to qualify to NVQ Level 3 in Business Administration.

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:*

Reports directly to Business Administration Facilities Manager but operates largely on own initiative within general objectives and priorities in order to meet targets and deadlines.

(c) *Other Contacts:*

(i) *Within North West Region:*

Daily contact with all Police Officer and Police Staff within the NWROCU. Regular contact with Merseyside Procurement, Estates, ICT, and Fleet departments.

(ii) *Outside North West Region:*

Regular contact with external suppliers of goods and services including 3rd party suppliers, conference venues.

Regular contact with Finance, Fleet, Estates and Training Departments across all North West Forces. College of Policing and Training providers, other Regional Organised Crime Units.

5. CONTEXT:

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

Provision of business support service working within flexi working hours policy. However, core business hours must be covered and flexibility to meet demands of the NWROCU and ensure that visitors can be greeted during optimum times of service delivery. NWROCU business hours are 0800-1600Hrs.

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

Standing Orders
Financial Regulations and Financial Instructions
Force Policies and Procedures
Conditions of Service
Health and Safety Legislation and Policies Data
Protection

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

Financial: Assist in the monitoring and services of NWROCU's budget. Authority to process purchase orders to the maximum value of £2500.

Staff: Nil

Other: The post is characterised by wide number of contacts across the 6 North West Regional Forces.

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

The NWROCU is a collaboration of 6 Forces working together, there is a need to be aware of the various policies across the region which can be complex.

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).

The post is subject to MV & SC vetting.