

**Manage Role Profile (Email this Role ())**

Role Profile Type: 02 - Posts Graded Scale 3 or 4

Role Profiles: Local Policing: Local Policing Support Officer

Published: Yes

Superintendent Role: No

Is Parent Role: No

Parent Role: 1. Practitioner (Constable and police staff practitioners)

Description: Provision of effective and efficient administrative support to Neighbourhood and Crime Command Teams.

**Main Responsibilities:**

1. Manage the diary schedules and provide administrative support for the relevant Neighbourhood and Crime Command Senior managers/Officers where appropriate on portfolio support and make any associated arrangements for meetings, collation of paperwork, reports and agenda's, minutes and action matrixes for either internal or external meetings.

2. Manage an appointments diary for PCs and PCSOs to meet members of the public as requested. Close appointments when appropriate.

3. Provide general administration to include a wide range of tasks across the areas of business:

Sort incoming and outgoing post, distribute and redirect as appropriate, including sensitive material for the Anti-Corruption Unit

Demonstrate professional and efficient customer service skills in all interactions, providing a professional service to the public. Take and provide clear messages for appropriate station, or respond as appropriate and when required, on behalf of the Police Officer.

Produce and maintain required data bases

Undertake basic research

General ordering and re-stocking equipment for all admin tasks

Provide administrative support for the vehicle fleet, checking mileages and liaising with Fleet over servicing schedules

Contribute towards improving working practices and procedures and maintain and build good working relationships with colleagues and customers.

4. Cover reception staff on a short term adhoc basis eg covering meetings/lunchbreaks and emergency situations.

5.. Ensure calibration of alcometers, Tasers, Hearing Loops, Traka boxes and speed guns is carried out as required.

6. Work with Support Services to ensure buildings are maintained at the required standard reporting any issues, supervise the management of contractors on site and liaise with support services around handyperson duties

7. Manage all WorkSafe documentation, ensuring it is current. Keep WorkSafe notice board tidy and First Aid boxes up to date and checked regularly. Keep WorkSafe policy file up to date, with risk assessments, staff induction records, Health & Safety,

Fire and Security inspection reports. Ensure Health & safety Inspection actions are completed.

8. Manage the budget for petty cash and other monies received, i.e. Crime prevention shop monies, for the station is checked and maintained, liaising with Support services to top up and checking the monies is correct.

9. Ensure that the pool radios, Lockers, mobile devices, PNB's/CID diaries, and PAVA are managed efficiently, maintaining records and auditing monthly.

10. Act as a point of contact for Duty Planning Unit when staffing are required for operations, for example March Races, Bank Holiday duties, Christmas and weekly Streetsafe duties.

11. Update the Local Neighbourhood Policing Website, to make sure the information is accurate and to add community events, the local policing priorities and community concerns

12. Act as point of contact for the Community, for information points, The Ride along Scheme, application of a Pedlars licence, KEV/NEV and send out messages on Twitter and community Alerts

13. Manage and service all Voluntary Attendance Suites and meeting rooms, booking the rooms and liaising with OFA's when required to interview within Gloucestershire.

14. To prepare overnight J1 property for transport to Property Store and to receive and distribute to members of the public any J1 property returned from the Property Stores.

15. Any other reasonable management requests.

16. Adhere to Health and Safety, Environmental Management, Data Protection, Equal

Opportunities, Freedom of Information, Race Relations and European Convention on

Human Rights (ECHR) Legislation ensuring compliance with appropriate local procedures

LPSO's will be required to wear uniform as directed by the organisation and in compliance

with the relevant policy and procedures. Staff may be required at any time to cease or

significantly curtail normal business and instead assist corporate business continuity or

operate within the 'Gold' Strategic Command suite at HQ Waterwells. Staff will therefore be

trained to fulfil one or more functions in 'Gold Strategic Command'. Roles for staff working in

the suite during an emergency are typically allocated commensurate with their skills and

experience. The LPSO duties will encompass all operational buildings within the

Neighbourhood area and so the LPSO will be expected to visit other operational buildings

within the ?Neighbourhood area on a regular basis.

Rank\Scale: SC4

Reports To: Neighbourhood Inspector

Additional Information: Vetting Level: Force Personnel will be vetted to the minimum Police Basic Check (PBC). A higher level of vetting may be required for certain roles or grades and suitable clearance will be required before appointment or deployment.

Mobility: The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire, as business requirements dictate.

Working Pattern: Normal working hours will average 37 per week or will be pro rata. This will be worked subject to the needs of the service and may involve shift, night, weekend and public holiday working. In working with the Community this role will require flexibility to attend meetings outside of standard business hours.

Standards of Professional Behaviour:

All members of Police Staff / Police Officers must comply with these standards.

Travel / Driving License: The post holder will be required to travel to meetings around the county preferably using own transport. Training and development: Undertake the required training and development to maintain working knowledge.

Experience and Qualifications:

Essential Knowledge, Skills & Experience Knowledge

1. 4 GCSE's or equivalent
2. Possess excellent interpersonal skills – face to face, via email and telephone
3. Able to provide attention to detail and accuracy
4. Ability to make decisions with minimum supervision
5. The ability to manage pressure and conflicting demands as well as prioritise tasks
6. Good working knowledge of IT including practical use of MS office in particular
7. current driving licence

### Policing Professional Framework

Category	Name	Level Name	Level Description
Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about...
Resolute, Compassionate and Committed	We take ownership	Practitioner	I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact...
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take...
Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my...

Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and ...
Intelligent, Creative and Informed Policing	We are innovative and open- minded	Practitioner	I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constan...