

Business Support, OPCC

Job Family – Support

Grade: D	Department: Office of the Police and Crime Commissioner
Location: Headquarters	Security Vetting: MV, CTC
Role Specific Requirements/ Restrictions:	Political Restriction
Role Specific Hazards:	Display Screen Equipment
System Access Requirements:	To be confirmed

Role Purpose

To provide a business support function for the OPCC, acting as the first point of contact for the public.

Role Specific

1. To be responsible for maintaining secure office systems including mail management, data management and general filing.
2. To be responsible for efficient diary management and the coordination of travel and accommodation arrangements.
3. To act as the first point of contact with a wide range of people including partners, dignitaries and members of the public, taking the decision to personally deal with enquiries or redirect to others where appropriate.
4. Facilitate responses to complaint related enquiries and complaints in an appropriate and timely fashion, liaising with the Force and member of the public as necessary.
5. Support scrutiny activity within the OPCC.
6. To plan, organise and manage meetings, conferences and functions on behalf of the OPCC.
7. To co-ordinate meetings, responsibilities include: collating items for agendas and circulating papers prior to the meeting; taking minutes and posting minutes and relevant papers on the website.
8. To deal with OPCC office issues such as maintenance and H&S matters.
9. To publish expenses on behalf of the Executive Team.
10. To be responsible for ordering stationery for the OPCC.
11. To provide support and resilience within the OPCC when necessary.

Role Generic

12. To undertake as directed the transactional activities and administrative tasks required.
13. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
14. To deal effectively with internal and external communication from staff and members of the public.
15. To ensure force systems are maintained and updated effectively in line with business processes.
16. To develop, maintain and ensure effective business processes.
17. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

Note: This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application]		Application	Interview
Role Specific	1. Must possess a Diploma level qualification in Public Administration or other subject related to the area of work, or have proven, relevant experience bringing the role holder to a comparable level (E)	X	
	2. Must have experience in customer relations (E)	X	X
	3. Must have experience of minute-taking (E)	X	X
	4. Must have the ability to communicate and in writing through the medium of Welsh to level 3 (E) [Click here for the DPP Welsh Language requirements]	X	X
Role Generic	5. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail (E)	X	X
	6. Must demonstrate a practical approach to problem solving (E)	X	X
	7. Must be proficient in the use of Microsoft Word for word processing and Excel for data manipulation and reporting (E)	X	
	8. Must have effective keyboard inputting skills enabling effective inputting and retrieval of data (E)	X	
	9. Must have effective written and oral communication skills (E)	X	X
	10. Must have previous experience of delivering high standards of service to internal and external customers (E)	X	X
	11. Must be prepared to successfully complete all training and assessment required of the role (E)	X	

KEY: (E) – Essential / **(D)** – Desirable

Please Note: At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.