

Business Support Job Family Band B

WIDEbanding



Roles in this family are characterised by the provision of a range of services in support of the whole of West Midlands Police. The work may involve administrative support, specialist advice, project management and the development and implementation of systems or policy, in order to support the management of the Force in achieving strategic goals.

BAND B PURPOSE	
ROLE & SCOPE	To provide an efficient and effective clerical and administrative or technical support service to the department, to include maintaining records, production of documents and/or basic maintenance as required. The role is generally task based and follows defined procedures, routines and/or precedents

RESPONSIBILITIES	
1 Generic Elements of Role	<ul style="list-style-type: none"> • Provide general clerical assistance e.g. filing, photocopying, postal despatch, maintenance of records, statistical returns, management information, and, where appropriate, diary management • Maintain and update both manual and computerised office systems and/or databases in accordance with departmental and force procedures • Answer and action telephone and face to face enquiries • Prepare basic written correspondence as required, e.g. minutes, memos, letters and reports • To operate computers in respect of data input, analysis and search procedures • To operate word-processing/typing and associated equipment, ensuring control and security of disks and maintenance of equipment • To provide minute taking facilities at meetings where required • Receive and implement updates to electronic records, e.g. call logging, using computer systems • File and retrieve documents within an established document management system or central data file
2 Resource Management	The postholder may have responsibility for cash and will therefore be required to work in accordance with force procedures and financial regulations. They will also be required to be aware of cost implications of actions
3 People Management/ Supervision	The postholder will not normally have any direct supervisory responsibility but will be expected to provide assistance and guidance to other staff as appropriate
4 Planning and organising	Works to well established simple routines under regular supervision, with tasks and work priorities being allocated to job holders by a supervisor/manager or senior colleague
5 Contacts/Liaison	The postholder may have regular contact with various people both within West Midlands Police and externally, including dealing with personal callers
6 Analysis, Reporting and Documentation	Carry out routine record keeping, filing and data entry to ensure relevant adequate and accurate records are maintained. Reproduce and prepare clearly defined documents/presentations typically using standard formats or templates. Check information/figures against source data/records and report any anomalies e.g. check and allocation of codes, basic reconciliation. Process routine forms, such as invoices, fixed penalty notices, following set procedures. Monitor stock levels for regular supplies and replenish stocks of consumables/stores of basic equipment, etc, following set control procedures in order to ensure effective and appropriate usage
7 MOPI standards	All staff are responsible for recording information for a policing purpose in an appropriate format and complying with the recording and data quality principles. Where appropriate, disseminate information. Ensure information is relevant, accurate and adequate. Apply a protective marking to shared information (GPMS) or an appropriate risk assessment. Record decisions to share on a system specified within the IMS. Similarly, is responsible for recording any decision not to share information on the relevant system
8 Negotiation/ Persuasion	Demonstrate or explain the services available and/or the use of facilities to internal customers
9 Health and Safety	The postholder will take care of his/her own health and safety and that of others whom they come into contact with. They will demonstrate a commitment to health and safety by attending the appropriate training/development events; co-operating with following health and safety instructions given by their supervisor and reporting incidents, near misses and hazards
10 Diversity	The postholder is expected to demonstrate commitment to the force's approach to diversity in all dealings with colleagues, external contacts and members of the public. They should conduct themselves with integrity and show respect for others at all times
11 Investors In People (IIP)	The postholder will be able to explain team objectives, describing how they contribute to developing and achieving them. They will be able to identify their own learning and development needs and what they will achieve. They will be able to explain how their manager is effective in leading, managing and developing others
12 Continuous Improvement	Identify problems or difficulties and communicate these to a supervisor/manager. Take responsibility for own performance and output, developing aptitude and capabilities through academic study and/or learning on the job from senior, more experienced colleagues, through exposure to a range of activities

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Band B STANDARD LEVEL	
KNOWLEDGE SKILLS AND DELIVERY	
1	Postholders will typically have a good standard of education plus work experience or work experience in a relevant role/relevant life experience reinforced by work experience. In both cases this may include learning gained from short courses and/or formal training e.g. City and Guilds
2	Able to use straightforward equipment including filing systems, registers and records
3	Must possess a basic level of numeracy to effectively deliver requirements of the role
4	Possess effective written and verbal communication skills
5	Able to answer the telephone effectively and courteously
6	Possess keyboard skills and be able to transcribe information
HIGHER LEVEL	
As above plus: (where appropriate to the role)	
1	Able to manage own workload with limited supervision or need to refer to line manager for constant support
2	Able to deal with more complex techniques and processes in order to solve problems with limited assistance
3	Undertake additional responsibilities outside of the core role, e.g. project work