

Job Description

Job descriptions should be no more than four pages when complete. In line with the Welsh Language Act you need to consider if Welsh is required for the role and complete as necessary.

Where you are amending an existing job description you must make the changes using Track Changes.

Once you have decided what role you require within your team / department structure, you need to articulate this into a job description. This needs to be a specific description of the role, including the responsibilities that the job-holder will carry out as well as what qualifications and skills they will require to fulfil the role. Please note: job description should not be based on an individual but on the role the business requires.

Job descriptions must be accurate and created before the recruitment process.

A Post Details	
Job Title: Business Support Officer	Grade: A005
Department Citizens in Policing Department	Division: <i>Select Division</i> A Div
Reports to: Community Engagement Specialist	Contract Type PERMANENT: <i>Select Contract Type</i>
Level of Vetting: Recruit Vetting	Numbers in Post: 1
Welsh language required No	
B Purpose of the Post	
<p>To provide effective administrative support to the National Citizens in Policing Department (CiPD), and its functions in dealing with issues which impact on the effective and efficient service delivery of the department.</p> <p>As the post is a multi-functioning role, the Post Holder is required to provide business support service for CiPD Department, in a flexible manner, ensuring that an effective, efficient and customer focused service is delivered within the timescales is given.</p> <p>The post is required to assist in delivering the multiple strands of the Force Community Engagement program for the Force.</p>	
C Dimensions of the Post	
<p>Financial - Direct or Non-Direct None</p> <p>Staff Responsibilities - Direct or Non-Direct None</p> <p>Any Other Statistical Data None</p>	
D Principal Accountabilities	
<p>To be responsible for CiPD e-folders, and assist the Work Strand Leads in the Department to be Data Protection compliant by deleting data held therein within the regulatory time frames.</p> <p>To be the first point of contact for all enquires and provide initial replies to emails, send out forms etc to those within the organisation and external to the organisation, including requests made by members of Public via CiPD email boxes in accordance with Freedom of Information Act and internal policy guidance.</p>	

To ensure appropriate levels of security, confidentiality and Data Protection are applied at all times to any work undertaken.

To provide coordination and administrative support to the various Community Engagement programs.

To provide assistance to the RSAS program by allocating identification numbers to RSAS officers.

To work with the RSAS Coordinator on purchasing RSAS badges and uniforms. Ensure financial commitments such as Purchase Orders (POs), Goods Receipt Note (GRN), invoices is attended to in a timely manner.

To organize meetings, refreshments, produce agendas, minutes, and prepare related notes and reports as required.

To assist with planning, coordinating, and facilitating Workshops, Ceremonies and Events providing both support and resilience as needed, along with attendance at such events.

To design, assist and maintain with the implementation of business processes and systems, including vetting and finance.

To process PSV applications in a timely manner and work closely with the Community Engagement Consultant to identify any issues with applicants.

To work closely with the Community Engagement Consultant to ensure that volunteers are effectively utilised across the Force.

To provide or support with presentation slides service to the department ensuring best use is made of software in producing documents of high quality and professional in appearance.

Use the financial management systems to raise purchase orders and invoices including all processes to facilitate receipt of services/ goods or payment to supplier is given priority and attended to in a timely manner.

To work closely with the CiPD Manager on financial issues including, but not limited to GPC expenditure(if the GPC is allocated to the post holder).

To provide any necessary reports in relation to financial transactions including POs and GPC card usage (if the GPC is allocated to the post holder).

To book travel and accommodation according to Force policy and maintain a spreadsheet of the bookings, and extract reports upon request.

To assist with the maintenance of the relevant databases such as DutySheet) for, Volunteers, Special Constables, Cadets and RSAS to the relevant Leads as required.

To maintain PSV and PPO database with accurate information entered in a timely manner.

Undertake vetting for all strands of the CiP Departments work -eg all Volunteers including, , Chaplaincy, Cadets and RSAS, and be the first point of contact for PSD on vetting issues.

To conduct PNC checks on members of public applying for PPO scheme and update the Community Engagement Manager with any issues identified.

<p>To provide support to the Work Strand Leads to ensure ID cards are provided in a timely manner, the card holders vetting is up to date, and produce data upon request.</p> <p>To ensure supplies of stationary are adequate.</p> <p>To undertake any other reasonable tasks when required by the Community Scheme Consultant.</p>
<p>E Decision Making</p>
<p>Not applicable to the post.</p>
<p>F Contact with Others</p>
<p>Internal Regular verbal and written communication with Staff and Officers of all ranks and grades within BTP. Close contact with the Facilities, Finance and PSD departments.</p> <p>External Senior members of external organisations, including contact with stakeholders from Network Rail, Train Operating Companies, Government Departments (e.g. Home Office), other forces and criminal justice agencies. Members of public.</p>
<p>G Essential Criteria</p>
<p>Qualifications and Training: Must have a minimum of Entry level GCSE or equivalent with English and Mathematics.</p>
<p>Experience: Excellent interpersonal and communication skills in Welsh No</p>

<p>Experience in IT applications especially Word and Excel and be used to producing work that is consistently accurate, often to tight timescales.</p> <p>A wide experience of secretarial work with evidence of previous experience of developing, administering, maintaining, and updating information systems and office procedures to ensure efficient service delivery.</p> <p>Experience of being party to collaborative decisions which have minor impact, working with others to reach optimal conclusion.</p> <p>Experience of setting up and managing office systems and records.</p>
<p>Skills:</p> <p>Excellent interpersonal and communication skills in Welsh No</p>
<p>Excellent numerical, verbal and written communication skills and have the ability to work effectively with staff at all levels.</p> <p>Excellent interpersonal skills are required with the ability to communicate with all age groups from diverse communities.</p> <p>The ability to work under pressure, whilst using their own initiative, accurately to tight deadlines.</p> <p>To prioritise between conflicting demands.</p> <p>Be flexible and able to work as a member of a team or on their own.</p> <p>Must be able to conduct PNC and PND search for Police Patrol Observation (PPO) scheme and Volunteer program, or be willing to undertake training within the first 3 months in the post.</p> <p>A strong knowledge of IT – Microsoft Word, Excel and Power Point.</p> <p>Must be able to create Spreadsheets and extract data</p>
<p>Desirable criteria:</p>
<p>An understanding of Finance systems and other IT Systems that is used by Policing organisations.</p>
<p>H Additional Information</p>
<p>This role is peripatetic, as with all roles in the department. As this is a complex role and a highly rewarding role with many opportunities for the Post Holder to develop and make the role their own. The Post Holder needs to be flexible to work away from home on occasions, at some Weekends and some Evenings including overnight stay. Where possible advance notice is given, however there may be occasions when short notice is given.</p>
<p>For Panel to complete only: Line Manager Approval: David Rams Panel Approval: Jodie Childs (3661) Date:28/07/2025</p>

Please submit with supporting documentation (organisational charts, job descriptions) via the [Hub](#)

You will be advised of a panel date following receipt of the submission