

Job Description

A Post Details	
Job Title: Less Lethal Weapons Support Officer	Grade: A004
Department: Chief Constables Group	Division: A
Reports to: NPCC Head of Less Lethal Weapons and Counter Drones	Contract type: Permanent
Level of Vetting: Recruit Vetting	Numbers in Post: 1
Welsh language required No	
B Purpose of the Post	
<p>The NPCC LLW portfolio leads national coordination and oversight of less lethal weapons across UK policing. It supports operational effectiveness through collaboration with stakeholders to assess, introduce, and monitor LLW systems. The portfolio promotes learning and improvement by sharing insights from legal proceedings, international partners, and community organisations. It drives innovation by partnering with scientific bodies to evaluate emerging technologies and understand medical impacts.</p> <p>The portfolio engages with police forces, government bodies, and community groups to ensure transparency, accountability, and public confidence. Additionally, the portfolio provides expert advice nationally and internationally and manages the Taser Subject Matter Expert network to maintain high standards of practice.</p> <p>The Business Support Officer is responsible for providing comprehensive administrative and coordination support to the NPCC Less Lethal Weapons portfolio, including meeting management, stakeholder engagement, record-keeping, and internal/external communications. Responsibilities also include overseeing specialist processes such as Taser SME allocation and AEP logistics, supporting document production, handling financial and travel arrangements, and ensuring professional management of correspondence and confidential information.</p>	
C Dimensions of the Post	
<ul style="list-style-type: none"> • The role holder will not be a designated budget holder or indirectly influences budget decisions. • There will be no line management responsibilities. 	
D Principal Accountabilities	
<ul style="list-style-type: none"> • Deliver administrative support to ensure smooth departmental operations. Monitor, respond to, and escalate emails as required, ensuring all correspondence is managed professionally and efficiently using business systems. Duties include handling telephone calls, supplies, records, diaries, and general office tasks. • Plan and manage NPCC LLW Working Group and related committee meetings, including preparing agendas, distributing papers, and recording minutes/actions in line with agreed standards. Co-ordinate and obtain any follow up information to ensure that meeting delegates and Chairs are appropriately prepared. • Manage internal and external communication through the preparation of appropriate responses, signposting correspondence accordingly to the appropriate person and/or the preparation of national circulars/letters. 	

- Provide effective communication with internal and external contacts, handling and managing confidential information with discretion, ensuring such information is safeguarded appropriately.
- Maintain efficient and well-structured record-keeping systems, ensuring documentation is consistently filed and stored appropriately.
- Build and maintain a strong network of contacts and effective working relationships with key stakeholders and partners.
- Organise the delivery of the Taser Subject Matter Expert Course and maintain professional registers of Taser SME's, allocating work to SMEs as required by investigative bodies
- Oversee the Attenuated Energy Projectile (AEP) process, ensuring timely and accurate management of ordering and delivery schedules.
- Support the preparation of responses to Freedom of Information Requests.
- Carry out financial administrative tasks including the bookings, ordering of goods, and raising of invoices, in accordance with financial controls.
- Manage travel arrangements for staff, including booking travel, hotels, conferences, etc.
- Undertake other duties commensurate with the nature, level of responsibility and grading of the post, as required.

E Decision Making

Make decisions

- Prioritising own workload.
- Decide when to escalate to the Police Sergeant NPCC LLW or the Strategic Manager dependent on severity or urgency.

Significant say in decisions

- Make recommendations for business improvements when necessary

F Contact with Others

Internal

- BTP Chief Officer Group
- BTP Finance Department
- NPCC Strategic Hub

External

- Building key working relationships with law enforcement agencies and stakeholders where appropriate
- Key partners include - Home Office, non-Home Office and International Police Forces and Agencies; related NPCC portfolios such as Armed Policing, Self Defence and Restraint and Public Order Public

Safety; HM Prison and Probation Service; College of Policing; Home Office, Defence Science and Technology Laboratory; Scientific Advisory Committee on the Medical Implications of Less-Lethal Weapons; Ministry of Defence; National Taser Stakeholder Advisory Group; Independent Office for Police Conduct and others.

Supervision

The post holder will report directly to the Police Sergeant NPCC LLW

G Essential Criteria

Qualifications and Training:

GCSE English and Mathematics at Grade C level or equivalent.

Experience:

- Previous business support experience with demonstrable organisational ability and attention to detail
- Previous experience in record keeping and working to deadlines
- Demonstrable experience of effective relationship management of colleagues and customers both internal and external to the organisation
- Experience of working unsupervised and on own initiative
- Experience of organising meetings and events
- Experience of handling sensitive and confidential information
- Experience of accurate record keeping and data management in accordance with information governance requirements
- Experience of producing high quality documentation for a range of audiences, including letters and other written correspondence

Skills:

- Excellent verbal and written communication skills
- A high degree of organisational ability and attention to detail
- Able to coordinate and priorities effectively
- Proficient in the use of Microsoft Office applications
- Ability to developing and maintain excellent working relationships with key stakeholders
- Ability to work on own initiative and as part of a team
- Able to generate high quality work under pressure whilst remaining professional and against tight timescales

Knowledge:

- Knowledge of IT systems (proficient use of Microsoft Office, SharePoint and OneDrive is required), the ability to pick up new system/packages quickly and keep up to date with technology as it develops/advances
- Understanding of confidentiality and Data Protection/Freedom of Information issues
- Understanding of NPCC's operating and policing environment

Desirable criteria:

None

H Additional Information

Flexible to travel when required

For Panel to complete only:

Panel Approval: Pauline Okirie

Date:24/10/2025