



Warwickshire
POLICE



West Mercia
POLICE

JOB PROFILE

POST TITLE:	Administrative Assistant – Firearms and Explosives Licensing Unit
GRADE:	A
DIRECTORATE:	Local Policing
RESPONSIBLE TO:	Supervisor – Firearms and Explosives Licensing Unit
LOCATION:	Leek Wootton
JOB PURPOSE:	To provide clerical support to the Firearms and Explosives Licensing Unit.

MAIN RESPONSIBILITIES:

1. To process, in a timely manner, all incoming / outgoing post / correspondence.
2. Process all grant / renewal applications for certificates through the updating of NFLMS with application details, photos and fees.
3. Complete application criminal/intelligence checks utilising Force databases (to include GENIE and PNC).
4. Undertake a range of clerical duties (to include responding to routine requests for information, document scanning, photocopying, filing, managing a bring forward system when required) in order to contribute to the smooth workflow of the unit.
5. Prepare and dispatch certificate renewal reminders, application forms and associated documents as requested.
6. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, including cover for colleagues as required.

Special Conditions: None

Security level: Standard

PERSONAL QUALITIES LEVEL: PRACTITIONER

Serving the public
Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.
Openness to change
Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.
Service delivery
Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.
Professionalism
Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.
Decision making
Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.
Working with others
Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.

Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

PERSON SPECIFICATION

Knowledge:

- 5 A-C grade GCSEs (including English Language) or equivalent.

Experience:

- Experience of working in a busy office environment.
- Experience of working as part of a team.

Key Skills:

- Competent in the use of IT, including Microsoft packages or equivalent.
- Ability to work under pressure and prioritise a high workload.
- Ability to communicate clearly and politely on the telephone, maintaining a professional service when under pressure or while dealing with difficult callers.