

JOB PROFILE

POST TITLE:	Secretary
GRADE:	C
DIRECTORATE:	Warwickshire Strategic Board incorporating the Local Criminal Justice Board (LCJB)
RESPONSIBLE TO:	Justice Centre Business Manager
LOCATION:	Leamington Spa
JOB PURPOSE:	<p>To provide secretarial and administrative support to the Strategic Board/LCJB and its sub-groups.</p> <p>To provide financial support in relation to the ordering and invoicing of goods and services provided to or supplied by the Justice Centres.</p>

MAIN RESPONSIBILITIES:

1. To support the delivery of the local criminal justice board aims, objectives and priorities
2. To provide an efficient and effective service to the Criminal Justice Agencies housed within the Warwickshire Justice Centres.
3. To support the LCJB Manager with the timely collation and analysis of data in relation to the Boards delivery plan and performance dashboard.
4. To manage the diaries of managers, arranging appointments and meetings including booking venues, collating and distributing agenda items and relevant papers, taking accurate minutes for circulation.
5. To provide secretarial support to the sub-groups of the Strategic/LCJB as directed by the Board.
6. To deal effectively with routine enquiries from the occupying agencies, managing and negotiating effectively with the individual to achieve a positive outcome
7. To receive and review national reports and to assimilate and present the key points in report format.
8. To raise orders and invoices using the police financial systems, as directed by the Business Manager and ensure timely receipt of invoices, goods and

services, and to issue follow up notices where payments due have not been paid. .	
9. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	Fire Warden
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 GCSE's (including English language and Maths), or equivalent

Experience:

- Experience of providing secretarial support to senior managers
- Previous experience of working in a busy and demanding office environment
- Proven ability to take clear and concise minutes of meetings
- Proven ability to deal tactfully and sensitively with people at all levels
- Experience of working with financial systems in a financial environment

Key Skills:

- Excellent word processing skills
- Competent in the use of IT packages – Microsoft Word, Excel, Powerpoint

- Proven ability to summarise information accurately, ensuring inclusion of all salient points
- Proven ability to build effective working relationships and operate as part of a wider team
- Ability to influence others and negotiate to achieve a positive outcome
- Excellent and effective interpersonal and communication skills
- Ability to operate calmly and professionally under pressure
- Flexibility to work to changing priorities and deadlines
- Ability to maintain strict confidentiality
- A proactive 'can do' approach in managing situations and people effectively
- Ability to work on own initiative
- Proven ability to co-ordinate a wide range of tasks