



## Hampshire Constabulary

**Job Title:** TempForce

**Department:** TempForce

**Job purpose:** To provide quality cover for short term and temporary needs within Hampshire Constabulary by undertaking a variety of tasks to support the work of departments across the force.

### **Key Accountabilities:**

1. To undertake a range of tasks and actions necessary to support the work of departments, including but not limited to:
  - administration and clerical work
  - telephone enquiries
  - word processing
  - filing
  - data entry
  - dealing with manual and electronic record management systems
  - diary management
2. To ensure that all matters relating to the processing of information are carried out in a prompt, efficient manner and in accordance with legislation, policy and procedure.
3. To work effectively as part of a team and co-operate with colleagues and other team members to achieve team and Service goals.
4. To provide and promote service to customers in a professional manner in line with force policy and legislative requirements.
5. To organise and prioritise your work effectively to meet the demands of your role, and ensure that your behaviour complies with Force values.
6. To promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to equality of opportunity in working practices.
7. To show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.



## **Knowledge, skills and experience**

### Essential

1. Experience of working in an office environment and undertaking a variety of clerical and administration duties.
2. IT literate with a working knowledge of word processing, email, and spreadsheet packages. Able to type/data input at a speed of 25 wpm
3. Excellent written and verbal communication skills to be able to deal with a variety of enquiries in a professional and accurate manner.
4. Able to prioritise and organise work to meet deadlines, and work unsupervised when necessary.
5. Knowledge of Health and Safety legislation to ensure compliance.

### Desirable

1. Knowledge of police organisation and structure