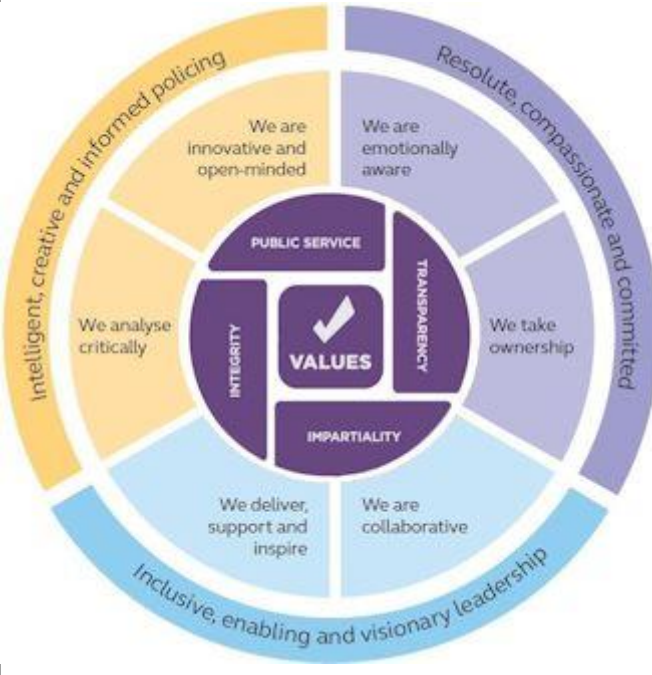


Role Title	NaVCIS ADMINISTRATOR			Dept /LPA	NaVCIS
		VETTING LEVEL	MV		
Grade/Rank	Scale 3				
Responsible To	Investigation Lead				
Staff Line Managed	None				
Reviewed by (Manager)	Roy Wheelwright			Date	28/11/2024
Purpose of Job	The post holder will provide administrative and clerical support to all departments within NaVCIS. Including administration support with their day to day duties and responsibilities.				
Key Accountabilities	1 To act as first point of contact for customers Responding to calls/emails, prioritising, referring or sign posting to the required information at the first point of contact wherever possible. Processing incoming post and action correspondence when appropriate. 2 To interrogate IT Systems used by NaVCIS. Maintaining office spreadsheets, databases and filing systems and entering data as required. 3 To produce management reports, particularly in relation to case referral and seizure of property subject to invoicing. 4 To manage own workloads and tasks in a prompt, efficient and proactive manner, ensuring completion within service level agreements. 5 To produce management information on a variety of NaVCIS issues using data extracted from IT systems and other manual records for internal and external use. 6 Participate in other areas of NaVCIS work or support other customer groups as required by the needs of the business. 7 To organise meetings/visits on behalf of the NaVCIS as well as meet and greet visitors 8 To actively maintain and manage mailboxes on a daily basis. 9 To maintain appropriate levels of NaVCIS stationery and marketing materials. 10 To file all electronic and paper based documents which need to be held and maintain an update to current filing systems. 11 To directly liaise with customers in respect of initial case referral acceptance criteria, referral and seizure of property issues. Proactively raising and escalating these issues to supervisors. 12 To give regular and effective service Note: This role profile is designed to assist post-holders with understanding what is expected of them in their role. NaVCIS or Hampshire Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post. NaVCIS is located at the College of Policing, Ryton. It is hosted by ACRO which is part of Hampshire Constabulary. ACRO staff are employed as police staff under Hampshire Constabulary terms and				

	conditions with supplementary ACRO policies, procedures and guidance.	
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation. Whilst the College of policing site at Ryton, Coventry is the primary place of work the post holder must be prepared to travel across the country/internationally as required* (*NaVCIS operate a number of pool vehicles) May be asked to carry out fire warden duties to meet required standards if required. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.	
ROLE PROFILE Part2	We are Emotionally Aware Level 1 We Take Ownership Level 1 We Deliver, Support and Inspire Level 1 We Analyse Critically Level 1	
CVF Recruitment Competencies		
Education/Qualifications	Essential: Educated to QCF Level 2 including passes in Maths and English OR work experience deemed to have brought the postholder to a comparable level. Desirable: n/s	
Experience and Skills	Essential: At least 1 years administrative experience in a busy, customer service focused office environment with frequent direct contact with customers, using manual and computerised filing systems Good working knowledge of using IT systems Ability to deal with completing demands and organise work to meet deadlines To deal with external agencies and maintain good working relationships Good communication skills both verbal and written. Desirable: Understanding of confidentiality and Data Protection/Freedom of Information legislation.	
Approved by HR	Rachel Duffy	Date November 2024
ROLE PROFILE Part3 CPD		

Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.	
	Resolute, compassionate and committed	
	We are Emotionally Aware	Level 1
	We Take Ownership	Level 1
	Inclusive, enabling and visionary leadership	
	We are collaborative	Level 1
	We Deliver, Support and Inspire	Level 1
	Intelligent, creative and informed policing	
	We Analyse Critically	Level 1
	We are Innovative and Open Minded	Level 1
	Impartiality	
	Integrity	
	Public Service	
	Transparency	
		
Underpinning Values		
Initial Development skills for new to role period		
Continuing Professional Development		
Career Pathways		

All staff are required to complete mandatory e-Learning including annual DSE and Fire Safety plus any role-specific training required.