WIDE banding

Specific Role Profile

This Specific Role Profile sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge skills & delivery and working arrangements relevant to this role. Please ensure that this is read in conjunction with the given job family role profile for the post.

ROLE SPECIFIC INFORMATION	
Job title:	**Business Support Assistant**
Generic Role Profile:	**Business Support Family**
Salary Band:	**Band B**
Purpose of the Role:	**Central Ticket Office and Camera Enforcement Unit** The Central Ticket Office is based at West Midlands Police Headquarters, Lloyd House, Birmingham and the staff are responsible for maintaining high quality levels of services to members of the public and stakeholders The Camera Enforcement Unit is based at Wednesbury and is responsible for Road Traffic Enforcement cameras. The Central Ticket Office and the Camera Enforcement Unit is part of the Central Motorway Policing Group (Operations)
Specific Role Responsibilities	a) Provide administrative support to the unit, enabling the efficient and effective operation of the section, by initiating and answering letters and actioning telephone enquiries. b) To input, retrieve and present data using appropriate computer systems c) Provide administrative support for the application of educational courses where appropriate d) Maintain filing systems and undertake general filing e) Deal with queries from members of the public relating to offences captured f) Liaise with outside agencies and partners such as Magistrates Court, Education Providers, Local Authorities and the general public g) Produce statements and attend court to provide evidence in relation to the administration process of offences captured. h) Be able to assist with basic enquiries to assist with the enquiry team for the Camera Enforcement Unit i) Be flexible and adaptable with regard to the needs of the unit. j) Perform any other duties commensurate with the purpose and grading of the post that from time to time may be determined.

Knowledge Skills and Delivery: (Additional)	**Essential Skills:** A. Experience of entering/inputting and retrieving data onto/from relevant information systems displaying attention to detail and ensuring that records and other entries are recorded in a timely and accurate manner. B. Possess excellent IT skills and abilities with a good knowledge of Microsoft packages in particular Word and Excel. C. A knowledge of database software packages would be desirable D. Have excellent communication skills demonstrating the ability to communicate clearly and concisely with a diverse range of people whilst ensuring that written communication is presented in a clear, logical and focused manner. E. Administrative experience and the ability to multi-task in order to deliver a quality service to customers. F. Ability to work as part of a successful team with an ability to communicate effectively and professionally with a wide range of individuals.
Hours of Work and flexibility:	The hours of work are 36.5hrs a week at times agreed by management Monday to Friday. The posts in CTO are based at Lloyd House, Birmingham. The posts for the CEU are based at Wednesbury. At the moment this is not a remote working post.

This role is part of the Business Support family and has been designated as a Grade 3. Roles in this family are characterised by the provision of a range of services in support of the whole of West Midlands Police. The work may involve administrative support, specialist advice, project management and the development and implementation of systems or policy, in order to support the management of the force in achieving strategic goals.