

Grade	Scale 2
Department	The Office of the North Yorkshire Police, Fire & Crime Commissioner (OPFCC)
Line Manager	Senior Customer Service Adviser
Scope	<p>The Police, Fire and Crime Commissioner appoints statutory and non-statutory officers to the Office of the Police Fire and Crime Commissioner to ensure that the powers and duties of the PFCC are carried out efficiently and effectively. Alongside the PFCC, the OPFCC ensures that the Commissioner's strategic programme for policing, fire and crime is carried into effect – providing, commissioning and overseeing services which meet the objectives, priorities and outcomes set out in the Police & Crime Plan and the Fire and Rescue Plan.</p> <p>The OPFCC ensures that the PFCC has full executive and professional support in carrying out his or her duties and responsibilities comprehensively and lawfully. OPFCC staff report to the Chief Executive as Head of Paid Service. In addition to providing and supporting the roles of Monitoring Officer and Chief Finance Officer, the OPFCC undertakes a wide range of functions of the PFCC via a scheme of delegated powers, supporting and as necessary representing the PFCC in carrying out all aspects of his or her public, service provision, scrutiny and governance roles.</p> <p>Scope:</p> <p>To provide the full range of administrative and clerical support to the Customer Service Unit of the OPFCC.</p> <p>To undertake basic research and casework tasks in specified areas at the appropriate level under supervision.</p> <p>To be the administrator of such Scrutiny Panels as the Customer Service Manager may specify,</p> <p><u>Location</u></p> <p>OPFCC Harrogate</p>

	<p><u>Working Patterns</u></p> <p>Standard Office Hours</p>
Special Conditions	<p>Security vetting procedures for the post (RV)</p> <p>Medical requirements for the role (standard)</p> <p>Regular requirement to work in different locations</p> <p>Requirement to undertake refresher training as and when required</p> <p>Need to attend external meetings/conferences/workshops as required</p> <p>Politically restricted role.</p>
Main Responsibilities:	<p>Provide dedicated clerical and administrative support to all personnel of the Customer Service Unit of the OPFCC including telephone answering, diary management, meeting and visit arrangements and minute taking.</p> <p>To staff and ensure the staffing of the Customer Service inward communications during office hours and ensure public contact is dealt with appropriately.</p> <p>To process appropriately authorised orders and invoices, etc, in connection with the running of the Customer Service Unit.</p> <p>Facilities management for the Customer Service Unit as required.</p> <p>Effective and efficient management of the Customer Service Unit correspondence including mail collection, sorting, distribution and despatch and tracking of all incoming hard copy and electronic correspondence requiring action.</p> <p>Dealing with customer enquiries promptly and helpfully to the most appropriate person within the office or partner organisation – specifically, in the case of regulated complaints and casework alike, ensuring that service level commitments in respect of customer contact and update are seamlessly met (whether or not the particular caseworker assigned to the matter is able to progress the case substantively at any particular time). To perform this responsibility so that members of the public receive a consistent service level experience regardless of the peaks and troughs of Customer Service Unit demand.</p>

	<p>To undertake straightforward casework/complaint tasks under supervision where appropriate.</p> <p>To undertake administrative tasks to maintain electronic records on software systems used by the Customer Service Unit to undertake complaints and casework.</p> <p>The development and control of spreadsheets to enable in depth monitoring and analysis of complaints and casework and other functions of the Customer Service Unit.</p> <p>To be the administrator of such Scrutiny Panels as the Customer Service Manager may specify, through the proactive management of agendas, ensuring a forward programme of meetings and actions and the timely delivery of papers to members.</p> <p><i>Please note this is a politically restricted role</i></p> <p>This job description indicates the key responsibilities of the post and does not restrict the post holder from performing other duties commensurate with the grade of post.</p>
Essential Skills, Experience and Qualifications:	<ul style="list-style-type: none"> • GCSE at Grade C/4 or above in Maths and English • Previous administrative/ clerical experience in a highly confidential and data secure working environment. • Excellent organisational, interpersonal and customer service skills. • Excellent IT skills, proficient in the use of Microsoft office packages including, but not restricted to Outlook, Word and Excel. • Key attention to detail with “right first time” accuracy. • Must be able to use initiative to work independently on own, whilst enjoying being part of a wider team. • Experience of arranging organisational meetings/conferences; inviting other internal/external bodies and booking of all appropriate facilities • Ability to ensure that clear and accurate notes of meetings are produced in an appropriate format and within specified timescales

Role title	Customer Service Assistant
Date Created	July 2022
Date Graded	August 2022
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PPR role profile	NYP Level 1 Police Staff RP