Essex Community Messaging Administrator (Force Headquarters, Chelmsford)

Essex Police Headquarters

Scale 3
£17,763 - £18,933 per annum, pro rata
18.5 hours per week
12 month contract
Temporary - Part Time

Job Summary

Essex Police, Neighbourhood Watch and the Police and Crime Commissioner for Essex seek a dedicated and enthusiastic candidate to support the roll out of Essex Community Messaging amongst Neighbourhood and other Watch groups across the county for a 12 month temporary basis.

The successful candidate will lead on the integration and adoption of Essex Community Messaging (ECM) within Neighbourhood Watch, acting as a champion for ECM and enhancing community safety through its adoption.

The candidate must have well developed communication skills with a working knowledge of electronic messaging systems, the ability to communicate effectively at all levels and the interpersonal skills to engender credibility and confidence. The candidate must also have a full driving license and access to a vehicle, as travel across the county is required.

Please evidence the following essential and desirable criteria within your reason for application:

Essential
• Working with others
• Service Delivery
• Provide Specialist Advice

Desirable
• Make best use of technology

Please be aware that Essex Police Corporate Vetting Unit will undertake security vetting on successful candidates, their family and others that live at their home address, which can include financial checks. Due to the sensitive nature of these checks, we are not able to supply feedback should clearance be declined.

For further information regarding the role please contact Craig Carrington on 101 ext 110000.

If you require any assistance or further information regarding this opportunity please contact Essex Police recruitment on 101 Ext 166166 or alternatively email recruitment@essex.pnn.police.uk

This post is open to British citizens, nationals of the EEA or commonwealth citizens who have no time limit on their stay in the UK, and who have lived in the UK continuously for the past three years. Essex Police is an equal opportunities employer. Communications with Essex Police may be recorded for monitoring purposes.
Essex Community Messaging Administrator (Force Headquarters, Chelmsford)

Main Purpose of Role

Provide administrative support with integration and adoption of Essex Community Messaging (ECM) within Neighbourhood Watch, acting as champion for and enhancing community safety through its adoption.

Personal Qualities and Skills

Essential The Post holder should be educated to at least GCSE level or equivalent. They must have well developed communication skills with the ability to communicate effectively at all levels and with the interpersonal skills to engender credibility and confidence. An analytical mind-set with the ability to analyse & interpret data.

A full driving license and access to a vehicle, as travel across the county is required.

The post holder must be skilled in accurate data input, research and recording in order to maintain accurate records.

Desirable Working knowledge of ECM & NHW Awareness of Data Protection

Main Responsibilities

Assist in the roll out of the training for Neighbourhood Watch Coordinators, ensuring that all Watch Coordinators are able to utilise ECM to better communicate with Essex Police in order to improve community safety.

Deliver training both virtually and in persons to Neighbourhood Watch members across Essex, ensuring that all personnel receive guidance to enable active use of ECM, thus ensuring better communications in a standardised format, utilising developed templates, enhancing community safety.

Establish a database for membership of ECM, ensuring accurate record keeping, so organisational records held of all participants, allowing for effective communications to occur.

Support local management with research regarding enhancement of communication and compatibility between the Neighbourhood Watch version of ECM and the national membership database and messaging service to further enhance community safety benefits.

Explore opportunities as identified by Essex Police / Office Police & Crime Commissioner (OPCC) to explore opportunities for involving partnership working in use of ECM, including current Neighbourhood Watch members, thereby broadening the membership to enhance further community safety benefits.

Work with Neighbourhood Watch at county level to explore opportunities for introducing a county wide neighbourhood registration scheme to ensure smooth running of Watch groups.

June 2015

Competencies

Personal Qualities
Service Delivery Practitioner

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.

Working with Others Practitioner

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.

Technical Competencies

**Gather information to support action 1042 - Managing the Organisation**

1042 - Gather information to support action - Managing the Organisation - Gather information from a range of sources in order to support action. Ensure the information is obtained ethically and in accordance with relevant legislation and policy.

**Input, retrieve and present data 1005 - Administrative Support**

1005 - Input, retrieve and present data using a computer - Administrative Support - Enter information correctly using an appropriate computer system, in accordance with legislative requirements and Force policy. Retrieve and present information in a suitable format and supply to relevant personnel.

**Maintain a record management system 1110 - Administrative Support**

1110 - Maintain a record management system - Administrative Support - Record, store and supply information in accordance with organisational policy and legislative requirements.

**Make best use of Technology 242 - Personal Responsibility**

242 - Make best use of Technology - Personal Responsibility - Make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements.

**Organise and record meetings 1008 - Administrative Support**

1008 - Organise and record meetings - Administrative Support - Prepare, organise and record details for organisational meetings.

**Photocopy, present distribute docs 1120 - Administrative Support**

1120 - Photocopy, present and distribute documents - Administrative Support - Photocopy and present documents in an appropriate format, complying with local requirements, legislation and organisational policy.

**Process telephone calls 1037 - Managing the Organisation**

1037 - Process telephone calls - Managing The Organisation - Process information and enquiries sensitively and professionally in line with Charter Standards and organisational policy.

**Provide customer service 1140 - Managing the Organisation**

1140 - Provide customer service - Managing the Organisation - Provide and promote service to customers in a professional manner in line with organisational policy and legislative requirements.

**Provide specialist advice 1072 - Managing the Organisation**

1072 - Provide specialist advice and knowledge - Managing the Organisation - Provide specialist advice and knowledge to colleagues, partners and other individuals and agencies to support the achievement of organisational objectives and enable compliance with organisational policy.