**POLICE FEDERATION OF ENGLAND AND WALES**

**JOB DESCRIPTION FOR LEICESTERSHIRE BRANCH**

**JOB TITLE:** Office Manager

**REPORTS TO:** Secretary

**HOURS:** 37.5 hours per week

**1.PRIMARY FUNCTION**

* To assist in the smooth and efficient running of the Leicestershire Branch Board Office with a strong focus on customer service in line with the Branch Strategy for Police Federation members and representatives
* To provide a pro-active and comprehensive secretarial and administrative support function to the Chair and Secretary to ensure all matters are dealt with professionally, discreetly and regarded as confidential
* To support the Leicestershire Branch’s communications function, providing all aspects of administrative support to ensure the department operates in an effective manner, actively promoting a positive image of the work, aims and objectives of the Police Federation to both an internal, external audience and stakeholders.

**2.RESPONSIBILITES AND DUTIES**

* Manage and develop systems to provide first point of contact for basic administrative support to the Chair/Secretary
* Ensure the maintenance of efficient filing, photocopying, and shredding
* Maintaining and updating the branch database system for all case correspondence
* Maintenance and updating of all frequently used websites
* Maintenance and updating of the branch website
* To monitor the Force website and both National, Local news channels and social media alerting Chair and Secretary of significant events.
* Proactive, seeking out work and looking for new ways for the department to improve
* Understand the importance of and maintain confidentiality and integrity
* Act as point of contact for members to ensure that their queries are logged and a relevant Federation representative is allocated to deal with the enquiry
* Dealing/liaising with enquires from Federation Representatives and updating Chair and Secretary
* Organising the Chair and Secretary attendance at all meetings/engagements ensuring that they are provided with all relevant documentation in a timely fashion
* To make travel and hotel bookings for the Chair and Secretary for all meetings and conferences
* To ensure accurate minutes of meetings are recorded, verified and distributed
* To prepare and distribute meeting invites and agendas in consultation with Chair & Secretary
* To research issues on behalf of the Chair and Secretary
* To ensure that all branch office and local hub notice boards are kept up to date with member information
* To ensure Branch office stationary and equipment is fully stocked.

**Please note that these duties and responsibilities are not exhaustive and may be changed from time to time in line with the reasonable requirements of the Police Federation and as directed by the Chairman, Secretary and Treasurer.**

**3.PERSON SPECIFICATION** – Knowledge, skills and experience.

It is **essential** that the post holder has the following:

* Minimum 2 years’ experience working in an office environment
* Excellent organisational skills
* Good working knowledge of MS office suite including Outlook, Excel and Powerpoint
* Ability to work autonomously with little intervention
* Experience of and ability to work under pressure with clear note taking abilities, both in speed and accuracy of detail recorded and layout of relevant notes and minutes required
* Demonstrate an ability to proactively seek out work and look for new ways for the department to improve
* Understand the importance of and maintain confidentiality and integrity at all times
* Excellent interpersonal skills, demonstrating the ability to be assertive, confident and diplomatic with those internal and external to the Branch
* Excellent customer service manner with a strong focus on customer satisfaction
* Hold a full driving licence.

It is desirable that the post-holder has:

* Have basic knowledge of Policing
* Basic understanding of a Staff Association and its purpose