POLICE FEDERATION OF ENGLAND AND WALES

JOB TITLE: Office Administrator

REPORTS TO: Branch Secretary

RESPONSIBLE FOR: Administration of Derbyshire Federation office

**PRIMARY FUNCTION**

* To assist in the smooth and efficient running of the Branch Board Office with a strong focus on customer service for Police Federation members and representatives
* To provide a pro-active, complex and comprehensive secretarial and administrative support to the Chair and Secretary & Treasurer, fulltime officials, federation representatives and members in which all matters are dealt with professionally, discreetly and regarded as confidential.

**RESPONSIBILITIES AND DUTIES**

* Act as the first point of contact for members to ensure that their queries are logged on the database and escalated to the relevant Federation representative.
* Responsible for organising and providing administrative support to all Branch meetings and events as directed by the Branch Secretary or Branch Chair i.e. invitations, agenda preparation, minutes, catering and directly report to the office manager.
* Organise and book in the most cost-effective manner travel and accommodation for the Branch Secretary, Chair, Treasurer etc and other branch representatives.
* Responsible for recording cases via tracker, spreadsheet or similar and reporting these to the Branch Secretary, as required.
* Inform payroll of Police Officer starters and leavers and update the database.
* Administer Federation contributions so that contribution rates are accurate on database and for payroll.
* Ensure that the Federated members record, or database is updated with details of each member.
* Responsible for collating and distributing New Recruit information packs as necessary and update the database.
* Ensure that transferees to the Derbyshire PFEW branch and Derbyshire Police are contacted and receive welcome pack.
* Ensure that all administration is carried out with regard to officers on, and returning from, maternity leave including database is updated, payroll informed accurately, and liaise with the Group Insurance Company
* Carry out accounts reconciliation for officers contributions

**Please note that these duties and responsibilities are not exhaustive and may be changed from time to time.**

**PERSON SPECIFICATION** - **knowledge, skills and experience:**

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

* Excellent organisational skills
* Good knowledge of MS office suite, Outlook, PowerPoint and Excel
* 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.
* Proactive, seeking out work and looking for new ways for the department to improve
* Understand the importance of and maintain confidentiality and integrity
* Excellent interpersonal and communication skills, demonstrating ability to be assertive, confident and diplomatic with those internal and external to the organisation.
* Excellent Customer Service manner with a strong focus on members satisfaction.

**It is desirable that the post holder also has the following:-**

* Worked within a member services organisation
* Has experience of the unique workings of PFEW and the police service
* Be able to travel to Force locations should the role require.
* Have the ability to home from home, again if required.
* Suitable level of first aid at work training.