



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Administrative Officer	Grade: Scale 3
Section: Parks and Events Police Service	Directorate: Environment and Community Services
Responsible to following manager: Chief Officer of the Parks and Events Police Service	Responsible for following staff: N/A
Post Number:	Last review date: 01/03/2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

The Parks and Events Police Service are responsible for the routine patrolling of the parks, commons, and open spaces within Wandsworth; the enforcement of byelaws, dog control public spaces protection orders and other park regulations; policing of events and the management of the multiple dog walking licensing scheme.



Directly responsible to the Chief Officer of the Parks and Events Police Service to administer the issue of multiple dog walking licences and permits, and the handling of all incidents, emails, reports and enquiries concerning dogs and dog walkers in the parks and open spaces, including paperwork etc. related to the issue of Fixed Penalty Notices and other enforcement actions and the initial handling of dog related calls/contacts.

Specific Duties and Responsibilities

- Required to undergo and satisfactorily pass a basic Disclosure and Barring Service check.
- Undertake reception duties, answering general telephone and face to face enquiries and signing in visitors.
- Provide general clerical and administrative support e.g., photocopying, filing, faxing, complete standard forms, respond to routine correspondence, i.e., emails.
- Maintain manual and computerised records and management information systems.
- Produce lists, information and data as required e.g., staff data, Multiple Dog Walking Licence data etc.
- Undertake typing and word-processing and other IT based tasks
- Sort and distribute mail.
- Undertake administrative procedures.
- Answer queries by employees and client
- Maintain a company calendar and schedule appointments
- Distribute and store correspondence (e.g., letters, emails and packages)
- Answer telephone calls, responding to queries, and replying to emails.
- Operate relevant equipment and ICT packages (e.g., word, excel, databases, spreadsheets, Internet)
- Undertake general financial administration e.g., processing multiple dog walking licence fees etc.
- Liaises with Animal Welfare Service, outside agencies including the Metropolitan Police Service, British Transport Police, and the RSPCA as required.

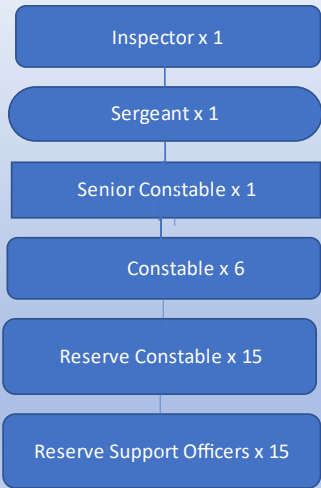
Generic Duties & Responsibilities

- Attend and participate in relevant meetings as required
- Prepare reports and presentations with statistical data, as assigned
- Participate in training and other learning activities and performance development as required
- Check, process and record all payments and administer invoices received.
- Taking of meeting minutes as required.
- Order equipment for the service.



- To comply with all the council’s Codes of Practice, including the Code of Conduct, and policies and procedures concerning data protection and health and safety.
- To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients; to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected, and to report any instances of inappropriate behaviour or discrimination.
- To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- To carry out any other reasonable duties and responsibilities as required by the Chief Officer of the Parks and Events Police Service.

Parks & Events Police Organogram





Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A general understanding of safeguarding children, young people and vulnerable adults and its relevance to the role and a willingness to attend training as required and to undergo and satisfactorily pass a basic Disclosure and Barring Service check.	✓		A & I

Ability to demonstrate an understanding of the Council's equal opportunities policy in respect of service delivery and an awareness of the needs of differing cultural groups and other minority groups.			A & I
Experience	Essential	Desirable	Assessed
Proven work experience as an Administrative Officer, Administrator, or similar role.	✓		A & I
Solid knowledge of office procedures.	✓		A & I
Relevant Finance experience.	✓		A & I
Skills	Essential	Desirable	Assessed
Excellent written and verbal communication skills.	✓		A & I
Use of relevant equipment and resources.	✓		A & I
Good keyboard skills.	✓		A & I
Ability to work as part of a team, as well as on own initiative.	✓		A & I
Exceptional customer service skills.	✓		A & I
Proficiency in working with Microsoft packages, including Outlook, Word and Excel.	✓		A & I
Accuracy in reporting detailed financial information	✓		A & I
Ability to work under pressure, plan and prioritise own workload, manage tasks and meet deadlines.	✓		A & I
Ability to maintain effective office systems.		✓	A & I
Qualifications	Essential	Desirable	Assessed
High school diploma; additional qualifications in Office Administration		✓	A & I & C

A – Application form / CV

I – Interview

T – Test

C - Certificate