

Location:

Police staff roles – promoted vacancy.

Headline:

“Support Services Team Member- Enabling Services”

Content:**1. Overview**

Fighting crime and protecting some 8m people across London generates a huge amount of work behind the scenes at the Met. That’s when we look to our Enabling Services team for help. This incredibly varied role could be the start of your career with us, and it’s right on your doorstep.

Enabling Services delivers a wide variety of support services with teams supporting areas across London. We deliver numerous local services including general administration, support to Senior Leadership Teams, management of criminal exhibits, fleet administration and management and typing for criminal cases.

The nature of this important work means it can’t be done from home, but you’ll enjoy great on-the-job training and a wide range of other benefits. Staff and officers will be depending on you every day and you’ll be happy to use your initiative to handle whatever needs to be done next. You’ll even have the opportunity to share your ideas on how we can improve our processes.

2. The Role of a Support Services Team Member

You will be a part of a team delivering local services in relation to a wide range of activities. The services we provide are under the broad headings of “Administration” and “Logistics”. You will be expected to be able and willing to undertake all of these activities.

Our onsite “Administration” activities include providing support to Senior Leadership Teams (SLT) such as diary management, taking minutes at meetings, dealing with the post, looking after visitors and organising commendation ceremonies.

We also have very similar “Administration” activities delivered from a centralised team for the wider customer group.

Our “Logistics” activities will include ordering stationery and managing consumable stores, supplying PPE, dealing with large deliveries of stationery and uniform, processing and handling criminal exhibits and evidence for cases, dealing with Police assets such as radios and equipment, supporting our fleet of Police vehicles.

With such a wide range of duties, it is impossible to list everything we do, but every one of our activities plays a vital role in the support of front-line policing. Some of our workspaces are outside in all kinds of weather, around moving vehicles, and some will be similar to a warehouse environment as well as working in office spaces.

You should be aware that manual work, moving and lifting is involved, and this requires a good level of physical fitness and agility.

This advertisement is for vacancies that are expected to arise over the next 12-18 months. There may not be an immediate vacancy in your preferred area.

A breakdown of the **main** sites that will be included within each Geographical Area (GA) can be found [here](#). However you should be aware that there may be other sites within the area that you will need to attend.

You will be allocated a “primary location” where you can expect to spend a large proportion of your time. You will be required to work across **all** locations within the Geographical Area, staff are expected to travel regularly to the different buildings in their area.

The same principle applies should you express an interest in a HQ buildings posting. There will also be some travel expected for centralised administration roles.

We would expect successful candidates will be expected to remain in their initial role for 2 years before applying for any other internal roles.

Our services are covered between 06:00 – 18:00 Monday to Friday, staff are expected to work within these core hours. Please note that this is not a 12 hour shift and does not attract a shift disturbance allowance.

Skills required for this role:

- Excellent Customer Service skills.
- Problem solving skills.
- The ability to implement new processes to support continuous improvement.
- Excellent IT skills
- Good written communication skills
- Excellent planning and organisational skills
- The ability to work on your own initiative
- Flexible approach to work and work location
- Ability to prioritise daily tasks in accordance with demand
- Ability to work as part of a team

Knowledge and Experience:

- A knowledge of general administration

- A practical understanding of how you can support continuous improvement to problem solving and improving processes
- Practical understanding of customer service
- Previous experience of working within a customer service framework.

We will need you to:

- Support the creation of a higher customer/performance culture in Enabling Services
- Support the team in delivering a Service Level Agreement and to achieve the agreed Key Performance Indicators
- Support the transition end to end process driving continuous improvement through cost effectiveness
- Identify and implement Enabling Services from a customer perspective which will deliver service performance improvement.
- Directly support the operation customer in the delivery of business outputs and outcomes.
- Support compliance with Health and Safety.

How your role will make a difference:

- Directly impacting on delivery of Service Level Agreements
- Impacting on confidence and satisfaction of the customer
- Prioritising workloads appropriate to demand; complying with the set 28 day policy for restoration, disposal and six monthly review of Criminal Exhibits.
- Corporate risk: being responsible for the maintaining of the movement and integrity of criminal exhibits to support criminal prosecution.
- By being multi-skilled in order to cover other similar job holders
- Supporting the cultural change by giving advice to customers
- Being responsible for accurate recording of decisions at both operational and strategic meetings
- Ensuring that FOI requests are responded to within timescales set by the Information Commissioner
- Supporting the management of local and corporate health and safety risks
- By prioritising and risk assessing incoming queries to local management

Working Relationships:

Local Customers – those who they will providing a service to. Post holders will also need to coach customers to enable them to access self service functions - face to face, email, telephone and at meetings.

Team Leaders and Management Teams – Management Structure – the post holder will be expected to attend regular team meetings and performance reviews.

External Stakeholders – Dependent on location post holder may need to manage day to day relationships with the internal and external stakeholders – face to face, email, telephone and at meetings.

PLEASE NOTE: Once appointed into this role there may be a requirement for a higher level of vetting and/or a psychological screening. This is dependent on, and will only be applicable, for certain areas of the business.

3. Who are we looking for?

Training will be provided at the start of your appointment, but there are a number of basic qualities and eligibility criteria that you'll need to bring with you too. Take a look through the below to see if you are eligible.

Age

You can apply for this role if you are 18 or over, or will be 18 within three months of the closing date.

Qualifications

There are no educational requirements to join our team, but you will need to have a good standard of English and excellent communication skills.

Nationality

If you're from outside the European Economic Area (EEA), you're required to have leave to enter or leave to remain in the UK for 1.5 years. Such applicants must reside in the UK free of restrictions or have an entitlement to do so.

Character

Ideally, you shouldn't have a criminal conviction or cautions record. If you do have one, eligibility will depend on the age and nature of the offence. We're unable to confirm whether your convictions record will affect your application before you apply, but will determine this from the full and confidential information provided during the recruitment and selection process.

If you don't tell us about any cautions, investigations or criminal convictions that may be linked to you at an early stage, your application could be refused simply because you weren't open and up front, whereas it might have been accepted if you were. If in any doubt, disclose the information.

Membership to BNP or Similar Groups

We won't accept applications from anyone who is, or has been, a member of the BNP or similar organisations.

Business Interests

You must declare any other employment or business interests you intend to maintain, if offered a position within our team.

Tattoos

Anyone who has a tattoo which could be considered discriminatory, offensive, violent, intimidating or political in nature, is not eligible to apply for a position within the Met. Tattoos on the face, or on the front or side of your neck are not acceptable for any role within the Met. Tattoos on the back of your neck, below your collar line, or on your ears (providing they are small) are acceptable and do not prevent you from applying to join us.

Financial Commitments

If you are successful in the assessment process, you will need to go through security checks. If you have any of the following financial arrangements, you may need to take action in order to successfully clear checks:

Debt Management Plans

You will need to provide proof that you have maintained regular payments over a number of months, for e.g. a letter from the debt Management Company to show the date the plan was entered into and confirmation that all monthly payments have been met.

CCJ – County Court Judgement

You should be aware that outstanding County Court Judgements will mean that you do not pass our security screening checks. If you are able, then you should settle the balance on your outstanding CCJ, a Certificate of Satisfaction will be provided to you which can be used to demonstrate that the balance has been cleared.

IVA – Individual Voluntary Arrangement

You must have had an IVA for 18 months or more and be able to produce statements reflecting the payments you have made. If you have had an IVA for less than the 18 months, you will not clear security checks.

DRO –Debt Relief Order/Bankruptcy

You will only be able to progress in the process once the debt has been paid and you have been clear/discharged for a period of 3 years.

4. Pay and benefits

We're certain that working within our team will bring you satisfaction... you play a part in making London safer for everybody, and have an opportunity to make a difference to those facing a really tough time in their lives. In addition, we offer a generous package of basic pay, allowances, plus a full range of benefits. This is the case whether you work full or part-time.

Pay

Salary: £28,511 to £30,504 plus a Location allowance of £1,721.

You will receive £28,511 the band minimum. Progress to the band maximum of £30,504 will be via incremental progression.

Leave

The paid annual leave entitlement for full time staff is 28 days, rising to 33 days after 5 years' service.

Met Benefits

You will have access to a range of other benefits, including:

- Metropolitan Police Civil Staff Pension Scheme
- Sports and social club and facilities
- Interest-free loan to pay for a quarterly or longer London transport season ticket
- Access to the Met Benefits website, giving discounts on a wide variety of shopping, leisure activities and major purchases.

Financial Services

Metfriendly offers a number of financial services, including:

- Savings products
- Investment products
- Protection products

5. [How to apply](#)

Step 1: Complete an application form

Complete our short and simple online application form – you can access our online recruitment system [here](#).

Step 2: Interview

We will sift your application based on the application you submit, if you meet the required eligibility for this role you will be invited to attend an interview. Before you attend, we'll provide you information about the day and what is required before you attend.

Step 3: Health, security and reference checks

Once recommended for appointment, we'll commence medical, reference and security checks, all of which are standard for anybody joining the Met.

The length of the application process can vary from individual to individual depending on your own circumstances. Once we have completed all required pre-employment checks, we'll agree a start date with you.

Our recruitment practices reflect our commitment to safeguarding the welfare of children and vulnerable adults.

We are an equal opportunities employer, and view diversity as fundamental to our success. To tackle today's complex policing challenges, we need a workforce made up from all of London's communities. Applications from across the community are therefore essential.

6. [Need help?](#)

Once you have submitted your application form, we will keep in contact with you via our online application process so you should keep your eye on this throughout.

If at any point you need help, or want to talk to one of our Recruitment Team, please contact us on 01633 632500 or send us a message by clicking '[Contact Us](#)'.