

Grade : RGP Clerk
Department : The Royal Gibraltar Police
Responsible to : Head of Department / Line Manager

JOB PROFILE

To provide a professional, efficient and confidential administrative support service within the Royal Gibraltar Police, supporting specialist departments and operational business areas through the accurate management of records, correspondence, systems, processes and departmental administration.

Key Accountabilities - (This section details the key responsibilities required of the role)

- Provide day-to-day administrative support to a specialist department or business area within the Royal Gibraltar Police, ensuring work is completed accurately, promptly and in line with force procedures and service requirements.
- Maintain and update paper and electronic records, registers, databases, trackers and filing systems in accordance with organisational standards, information management requirements and departmental procedures.
- Prepare, format, process and quality check correspondence, reports, forms, schedules, submissions, records and other documentation relevant to the work of the department.
- Support the progression of departmental workflows by coordinating information, monitoring actions, following up outstanding matters and ensuring deadlines are met.
- Provide administrative support for meetings, case conferences, reviews, boards or other departmental forums, including scheduling, preparing papers, minute taking, action logs and circulation of documentation where required.
- Respond professionally and courteously to telephone, email and face-to-face enquiries from police officers, police staff, partner agencies, external stakeholders and members of the public, dealing with matters appropriately and within scope of authority.
- Collate, retrieve and present information required for operational, management, performance, legal, audit or reporting purposes.
- Ensure all sensitive, personal and operational information is handled securely, appropriately and confidentially in line with data protection, information security and force requirements.
- Monitor shared mailboxes, incoming correspondence, task lists and departmental workflows, ensuring items are directed, prioritised and progressed within required timescales.
- Carry out general office and business support duties including diary coordination, document control, scanning, photocopying, filing, ordering supplies and maintaining administrative systems.
Support audits, inspections, information requests, returns and compliance checks relevant to the department or business area.
- Use force systems and standard office software to input, maintain, extract and present information clearly and accurately.
- Work collaboratively with police officers, police staff and relevant partner agencies to support efficient service delivery and effective departmental administration.
- Contribute to the continuous improvement of administrative processes by identifying



efficiencies, highlighting issues and supporting the implementation of improved ways of working.

- Work effectively with sensitive, confidential and at times distressing information, maintaining professionalism and resilience at all times.
 - Undertake any other duties commensurate with the grade of the post as may reasonably be required.
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Standards and Behaviours

All RGP staff are expected to understand and act within Our Code of Ethics and Competency and Values Framework (CVF).



COMPETENCY AND VALUES FRAMEWORK (CVF)



The CVF aims to support all policing professionals and sets out recognised behaviours and values which provide a consistent foundation for a range of processes. This framework ensures that there are clear expectations of everyone working in policing which in turn will lead to standards being raised for the benefit and safety of the public.

The CVF has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice. The table below highlights the levels for this role.

[Click here to access the Competency and Values Framework \(CVF\) document.](#)

Resolute, compassionate and committed	
We are emotionally aware Level 1	We take ownership Level 1
Inclusive, enabling and visionary leadership	
We are collaborative Level 1	We deliver, support and inspire Level 1
Intelligent, creative and informed policing	
We analyse critically Level 1	We are innovative and open-minded Level 1



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Qualifications, Experience and Skills

PERSON SPECIFICATION – RGP CLERK		
CRITERIA	ESSENTIAL	DESIRABLE
Qualifications:	5 GCSEs or equivalent, including English and Mathematics, or demonstrable relevant practical experience in a similar field of work.	Administrative, business support or office qualification.
Experience:	Experience of providing administrative support in a busy office, team or service environment. Experience of maintaining accurate records, handling correspondence and managing information confidentially. Experience of dealing with internal and external enquiries in a professional manner. Experience of organising workload, prioritising tasks and working to deadlines.	Experience within policing, criminal justice, government, legal services or another regulated/public service environment. Experience of supporting specialist or operational departments. Minute taking, action tracking or meeting support experience. Experience of using case management, records or departmental database systems.
Knowledge:	Understanding of administrative processes, document management and record keeping. Awareness of confidentiality, data protection and secure handling of information. Good working knowledge of Microsoft Office and standard office systems.	Awareness of policing, criminal justice or public sector administrative processes. Awareness of audit, compliance or performance reporting processes. Working knowledge of specialist police or public service systems.
Key Skills and Behaviours:	Strong organisational and planning skills. Good written and verbal communication skills. Ability to work accurately, follow procedures and maintain attention to detail. Strong interpersonal and customer care skills. Ability to gather and present information clearly and appropriately. Ability to work effectively as part of a team and with limited supervision. Ability to handle sensitive and confidential matters with discretion and professionalism.	Ability to communicate effectively in Spanish.
Other requirements:	Competence in Microsoft Office applications and standard administrative systems. Ability to maintain the required level of vetting. Willingness to work flexibly in line with departmental and organisational needs.	



Required Vetting Level:

Recruitment Vetting (RV)

Recruitment Vetting (RV) is required for this role due to the postholder's access to police premises, police systems, departmental records and confidential or sensitive information.



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