Senior Typist

Position Details

Reports to: Supervisor as appropriate depending on the workgroup	Location: Generic
District/Service Centre: Generic	Shift work/non shift work: Non shift
Group: Generic	Remuneration range: Band B
PHPF Level Purpose: Individual Contributor	Employee Type: Police Employee
Direct reports: N/A	Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the Districts is to deliver Our Business.

To support the delivery of these outcomes the Senior Typist will provide operational and administrative support and word processing services for the station/area and secretarial support to the group.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

- Completes all requests for shorthand and word processing services, including composing replies to routine correspondence, invitations and special events received by the group
- Arranges the delivery of completed work to the originator
- Completes transcriptions of both video and dictaphone tapes
- Records verbatim shorthand at executive meetings, conferences and other meetings and transcription of same
- Attends after-hours call outs in respect of serious incidents
- Receives and screens visitors and telephone calls for the group as required

- Obtains information on behalf of the Supervisor
- Arranges photocopying and despatches documents for the Supervisor
- Ensure confidentiality
- Contributes to a safe environment by:
    i. Complying with OSH workplace policies and standards
    ii. Contributing to the identification of OSH issues within the workplace and ensuring they are brought to the attention of the supervisor

3. Quality Customer Service

- Assists in meeting the office focus on the proper handling and response to requests
- Ensures all service requests and complaints are met with a professional, customer-friendly and timely response
- Participates in problem identification and risk management, including identifying symptoms, causes, effects and solutions
- Uses discretion in the appropriate manner in dealing with problems
- Shows flexibility in approaches to different situations when it is apparent a method of approach is inappropriate

4. Team Work

- Maintains effective channels of communication amongst the team
- Encourages and supports open, honest and constructive relationships with colleagues
- Takes the constructive approach to team efforts and support other team members where possible

5. Relationship management

- Maintains liaison and communication with internal and external individuals and organisations impacting upon the position
- Provides timely and accurate advice and shares information appropriately

The successful applicant can expect to build and maintain relationships across the < Public Service, Specific Agencies, external vendors >. Critical relationships this role may influence include:

- New Zealand Police Executive
- District Commanders
- National Managers
- Royal New Zealand Police College

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A standard vetting check is required