Administration Officer – Police Infringement Bureau

Position Details

Reports to: Team Leader PIB	**Location:** Police National Headquarters
District/Service Centre: Police Infringement Bureau (PIB)	**Shift work/non shift work:** non shift work
Group: National Operations	**Remuneration range:** Band B
PHPF Level Purpose: Individual Contributor	**Employee Type:** Police Employee
Direct reports: Nil	**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 National Operations Group is to enable and deliver Our Business through coordinated national services.

To support the delivery of these outcomes the Administration Officer (PIB) will, through their professional handling of a range of infringement services, contribute to high trust and confidence in police.

To support the delivery of these outcomes the Administration Officer will contribute to and encourage a high performance culture that supports each other to perform at their potential and in doing so delivering high quality national infringement services.

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. Deliver a range of infringement services

- Develop capability to deliver a range of infringement services through cross functional training.
- Maintain knowledge of and apply guidelines, policy and legislation in relation to infringement services.
- Provide competent and knowledgeable advice and information about infringements.
- Use authority in appropriate circumstances to access restricted and sensitive information from Police systems and carry out enquiry, record information or change information on databases.
- Decision appropriate outcomes, withhold information appropriately and deliver positive closure to infringement matters.
- Deliver verification services by examining notices and images of vehicles and issue an infringement notice if an offence exists. Troubleshoot and resolve issues using guidelines. Issue or reject photographs to ensure an accurate and legally viable notice is lodged.
- Deliver infringement related prosecution and court services for Police Districts including examining and collating official prosecution and courts files.
- Deliver document and information support services including file preparation for scanning, document distribution and secure document retention and storage.
- Respond to correspondence and calls for service and providing a high quality response to the enquiry.
- Provide assistance to Police investigations.
- Create, update and maintain accurate and complete infringement notice records and Police files.
- Have contact with members of the public, Police districts, partnership agencies incl. NZTA, Ministry of Justice, ACC and Ministry of Transport to provide infringement services.
- Maintains spreadsheets, reports and analyses information to assist in identifying further action required or highlighting trends.

3. Contribute to a high performance culture

- Contribute to a united team by supporting each other and embracing similarities and differences of others.
- Contribute to a culture of excellence by supporting innovation and contributing ideas for innovation and streamlining processes.
- Work effectively as a member of a team, take appropriate ownership and be accountable for own performance and development.
- Use interpersonal skills effectively in group and individual situations.
- Be proactive to assist and support others in the team, committed to achieving team goals.
- Contribute to team discussions and work with the team to achieve goals.
- Apply positive behaviours and Police values that support a high performing culture.

4. Deliver a positive service experience for customers

- Build trust and confidence in Police by delivering service excellence.
- Foster an atmosphere where being responsive to customer needs is the first priority.
- Participating in development programmes and cross functional training across infringement services to ensure you are equipped and enabled to deliver expert services.
- Participate in Quality Assurance programmes and seek opportunities to improve the quality of service.

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

- No Children's Worker security check is required

Qualifications

- The position holder performing Safety Camera verification services will need to complete training and achieve competency to hold powers of an Authorised Officer warranted under s24 (1) (a) of the Policing Act 2008.