



JOB DESCRIPTION

Post:	Administrative Officer (OSG)
Department:	Department of Home Affairs
Division:	Isle of Man Constabulary
Area:	Operational Support Group
Grade/Band:	Administrative Officer / Pay Band 7
Reports To:	Sergeant, Alcohol Unit / Inspector Operational Support Group

Overall Purpose of the Job:

To provide a comprehensive administrative support service to the Isle of Man Constabulary Operational Support Group, specifically the Alcohol Unit (Primarily), Roads Policing Unit, and Firearms Licensing, ensuring the effective administration of liquor licensing, firearms licensing (during periods of peak demand), public entertainment licensing, associated statutory processes, and vehicle seizure processes / databases.

The post holder will be responsible for coordinating the administrative functions of the Operational Support Group, maintaining specialist police records and licensing databases, supporting Liquor Licensing Court processes, liaising with internal and external stakeholders, and ensuring that statutory obligations are carried out accurately, efficiently and in accordance with legislation, Constabulary policy and Government procedures.

Main Duties & Responsibilities:

1. Administer applications, renewals and associated documentation relating to the Liquor Licensing and Public Entertainments Act, including Responsible Persons, Registered Door Staff, and other licensing-related approvals.
2. Prepare, process and distribute documentation relating to Licensing Court hearings, including applications, agendas, court bundles, minutes, licences, court orders and associated correspondence.
3. Maintain accurate and up-to-date records across police IT systems, ensuring licensing information, nominal records, markers, intelligence reports and associated documentation are correctly recorded and maintained.
4. Administer and maintain the Alcohol Unit's SharePoint systems, online licensing registers, banning portal and other electronic record management systems.
5. Process Licensing Court outcomes by updating police systems, producing relevant documentation recording relevant intelligence and ensuring appropriate notifications are issued to internal and external stakeholders.
6. Undertake administrative checks in support of licensing applications, identifying anomalies, discrepancies or matters requiring further enquiry and referring these to the appropriate officer where necessary.
7. Prepare, submit and quality assure low-level intelligence reports in accordance with Constabulary policies and procedures.

8. Maintain electronic and paper filing systems in accordance with GDPR, information management requirements and Constabulary retention policies.
9. Process payments received by the Alcohol Unit and maintain accurate financial and administrative records, liaising with Departmental Finance colleagues where required.
10. Produce statistical returns, management information and performance data to support operational activity, strategic planning and Government reporting.
11. Act as the first point of contact for licence holders, applicants, legal representatives, Government Departments, partner agencies and members of the public, responding to enquiries by phone and email, and directing them to the appropriate officer.
12. Manage the Unit's shared correspondence and administrative workflows, ensuring enquiries and documentation are processed promptly and efficiently.
13. Provide administrative support to Alcohol Unit officers in relation to licensing enforcement, operational activity, and other Unit initiatives.
14. Maintain office equipment, supplies and general administrative resources required for the effective operation of the Unit.
15. Contribute to the continuous improvement of administrative processes, identifying opportunities to improve efficiency, accuracy and customer service through the effective use of technology and streamlined working practices.
16. Provide administrative support to the Roads Policing Unit (RPU) in relation to monitoring email inboxes, supporting vehicle seizure processes / management of databases / enquiries, and at periods of high demand other RPU related administrative processes such as administrative support in the lead up to larger events such as the Isle of Man TT and MGP.
17. Provide administrative support to the Firearms Licencing Unit during periods of staff absence / peak demand. Such support would entail the processing of Firearms Licencing applications, vetting and necessary enquiries.
18. Undertake any other duties commensurate with the grade as directed by the Sergeant, Alcohol Unit or the Inspector of the Operational Support Group.

Other Information:

The Operational Support Group is a large unit which incorporates various specialist Policing teams. The Alcohol Unit is a small specialist team responsible for the administration and policing of liquor licensing and public entertainment legislation across the Isle of Man. The Roads Policing Unit is a specialist team of operational Police officers tasked with Policing the Islands Road networks, whilst also investigating serious / fatal collisions, providing driver training to the organisation and Policing events that take place on the Islands road networks. The Firearm's licencing Unit is a small specialist team responsible for the granting / refusing / revocations of various forms of Firearms Licences across the Island. The post holder will typically be based within the Alcohol Unit, however, will support when needed the Roads Policing Unit and Firearms Licencing Unit.

The post holder will be expected to develop a sound understanding of the administrative processes and procedures that underpin the work of the Alcohol Unit, Roads Policing Unit and Firearms Licencing Unit. Training and support will be provided to enable the post holder to carry out their duties effectively.

The role requires a high level of accuracy, discretion and professionalism due to the handling of confidential information, statutory documentation and sensitive police information. The post holder will regularly communicate with police officers, Government Departments, the Licensing Court, legal representatives, licence holders and members of the public.

Performance Management and Improvement:

All Civil Servants have personal responsibility for performance management and continuous improvement.

The post holder will participate in annual performance development reviews and interim performance discussions, setting objectives which support the priorities of the Alcohol Unit, Operational Support Group, and the wider Constabulary.

The post holder will be expected to contribute to the ongoing development of administrative processes and identify opportunities to improve efficiency, customer service and the effective delivery of the Unit's responsibilities.

Security Clearance:

Due to the nature of the role, the successful applicant will be required to achieve and maintain an appropriate level of police security vetting in accordance with Constabulary policy.

Continued employment in the role is subject to maintaining the required level of security clearance.

Health and Safety:

The post holder is responsible for taking reasonable care of their own health and safety and that of others who may be affected by their actions.

They must comply with all relevant health and safety legislation, Government policies and Constabulary procedures, reporting hazards, accidents and near misses in accordance with established processes.

Training:

The successful applicant will receive comprehensive training appropriate to the role, including relevant police IT systems, licensing legislation, Licensing Court administration and departmental procedures.

The post holder will be expected to maintain and develop their knowledge through continuous professional development and attend training courses as required to support the effective delivery of the Unit's responsibilities.

Competency Levels for this post are:

Competencies	Level Required
Leading and Working Together	B
Communicating and Influencing	A
Achieving Results	A
Delivering a Quality Service	B
Changing and Learning	a
Showing Commitment and Resilience	A

Notes:

The Chief Constable reserves the right to transfer the post holder to any other area within the Force or Department, following consultation with the post holder and taking into account any agreements which may be in force at that time.

**Isle of Man Civil Service
Person Specification**

Post:	Administrative Officer, MAPPU
Grade:	Administrative Officer
Division:	Department of Home Affairs, Isle of Man Constabulary

ATTRIBUTES	ESSENTIAL or DESIRABLE	METHOD OF ASSESSMENT
Qualifications 5 GCSEs at grade C (4) or above, (or equivalent qualifications) including English Language.	D	CV
Experience Sufficient relevant experience of working in and meeting the demands of a small, busy office.	D	CV
Knowledge and Skills A good working knowledge of general administrative duties.	E	CV/Interview
An ability to obtain a good understanding of departmental activities and responsibilities by showing a keen interest and displaying curiosity.	E	CV/Interview
Integrity in dealing with highly confidential matters in respect of personal data and Police held information.	E	CV/Interview
An ability to work to the highest level of accuracy whilst paying close attention to detail and respecting privacy at all times.	D	CV/Interview
Excellent organisational skills in respect of balancing workload.	E	CV/Interview
Good interpersonal and communication skills.	D	CV/Interview
Excellent and full competence in the use of all Microsoft Office Applications and an interest in gaining knowledge in other IT systems.	E	CV/Interview
Disposition An effective, multi-skilled and reliable team player.	E	CV/Interview
Be confident, positive, energetic and have a can-do approach to work.	E	CV/Interview
A commitment to producing high quality work balanced with workload.	D	CV/Interview
The ability to remain calm under pressure and to adapt to changing demands and circumstances.	E	CV/Interview
Circumstances and Interests Isle of Man Worker	D	Application
Satisfactory Police Check	E	Pre-employment Checks
Satisfactory Security Clearance Check	E	