



JOB DESCRIPTION

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| Post: | Administrative Officer - Professional Standards (24 hours p/w) |
| Department: | Department of Home Affairs |
| Division: | Isle of Man Constabulary |
| Area: | Professional Standards |
| Grade / Band: | Administrative Officer - Pay Band 7 |
| Reports To: | Professional Standards Inspector |

Overall Purpose of the Job:

The post-holder will provide confidential, accurate, and professional administrative support to the Professional Standards function of the Isle of Man Constabulary (IOMC). Duties include complaint handling, FOI responses, evidence capture, vetting support, audits, secure records management, and general administrative activities in line with Isle of Man Government expectations.

Main Duties & Responsibilities:

1. Acknowledge and record complaints accurately onto the Professional Standards database.
2. Identify and secure time-critical evidence such as BWV, CCTV, documents, and digital media.
3. Respond to Freedom of Information (FOI) requests appropriately and within required timeframes.
4. Assist with preparation, maintenance, and audits of case files and Professional Standards documentation.
5. Develop and maintain forms, letters, notices, and templates used by Professional Standards.
6. Support vetting checks, internal job applications, integrity reviews, and audit processes.
7. Ensure secure storage, correct logging, and audit-ready documentation for Professional Standards.

General Administrative Officer Duties:

- Maintain and update filing systems in accordance with retention schedules.
- Manage shared inboxes and routine enquiries.
- Draft, format, proofread and quality-check documents, reports and correspondence.
- Organise meetings, prepare agendas, take notes and follow up actions.
- Process, collate and analyse data.
- Carry out office duties such as scanning, printing, photocopying and archiving.
- Uphold confidentiality, integrity, data protection and safeguarding policies at all times.

Other Information:

The job description is not a statement of all the detailed procedures and conditions applicable to the post holder, therefore there will always be instructions and information additional to those outlined.

The Isle of Man Government is committed to ensuring that children and adults are safeguarded and supported in reaching their potential and expects all members of staff to share this commitment. Staff must work within all Isle of Man Constabulary safeguarding policies and procedures.

Performance Management and Improvement:

All Civil Servants have a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews and manage those staff reporting to them.

Security Clearance:

The role will require a Police Vetting Check which will involve the completion of a detailed security questionnaire.

Health and Safety:

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and the Wellbeing Group.

Training:

The post holder will receive full and comprehensive training commensurate with the requirements of the post. They may be required to attend a number of training courses locally and nationally, as agreed in conjunction with their line manager and the requirements of the role.

Competency Levels:

The People Qualities Framework is set at Level 2 for this position. Further details are available at <https://hr.gov.im/performance-development/people-qualities/>

Competency Levels for this post are:

| Competencies | Level Required |
|---------------------------------|-----------------------|
| Leading & Working Together | A |
| Communicating & Influencing | A |
| Achieving Results | A |
| Delivering a Quality Service | B |
| Changing & Learning | B |
| Showing Commitment & 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 - Professional Standards
 Grade: AO / Pay Band 7
 Division: Department of Home Affairs, Isle of Man Constabulary

| ATTRIBUTES | ESSENTIAL or DESIRABLE | METHOD OF ASSESSMENT |
|---|---------------------------------------|--|
| <p>Qualifications</p> <p>5 GCSEs at grade C (4) and above, (or equivalent qualifications) including English Language.</p> <p>Excellent written and spoken English, with the ability to summarise sensitive information clearly, accurately and objectively, and to adapt communication style depending on audience and context.</p> | D D | CV CV/Interview |
| <p>Experience</p> <p>Administrative role experience.</p> <p>Experience of handling confidential data.</p> <p>Understanding of Data Protection/GDPR.</p> | D D D | CV/Interview CV/Interview CV/Interview |
| <p>Knowledge and Skills</p> <p>Able to work within a high-pressure environment and deliver projects on time.</p> <p>Ability to work to the highest level of accuracy, with close attention to detail, with minimal supervision.</p> <p>Excellent organisational skills, along with strong time management skills.</p> <p>Excellent interpersonal and communication skills.</p> <p>Excellent and full competence in the use of all Microsoft Office Applications.</p> | E D D D E | CV/Interview CV/Interview CV/Interview CV/Interview CV/Interview |
| <p>Disposition</p> <p>Be confident, challenge and be challenged.</p> <p>Organised and self-motivated.</p> <p>High integrity & professionalism.</p> | E D E | CV/Interview CV/Interview CV/Interview |
| <p>Circumstances and Interests</p> | | |

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|------------------------------|---|------------------------------|
| Isle of Man Worker. | D | Application |
| Satisfactory Police Check. | E | Pre- Employment Checks |
| A flexible approach to work. | E | CV/Interview |