British APCO Association Support Officer

Job Description

Job Title: *British APCO Association Support Officer*

Core Responsibilities

- Support the Chief Operating Officer and the Board of British APCO to further develop British APCO as a community within Public Safety technology. Help promote our members' use and delivery of real-life public safety solutions maintaining our independence, being user led, and working to improve emergency services and public safety communications for everybody's benefit.
- This is a home-based role, but you will be expected to attend meetings within the UK with our Corporate Members and our main support suppliers as well as other meetings at various locations to enable fulfilment of the role.
- There is also an element of international travel as there will be opportunity to accompany the Chief Operating Officer and the Board representing British APCO at events such as ACPO International, ACPO Canada, EENA, NENA, Critical Communications World and similar events. Expenses are paid for all travel and work away from the home.
- Provide proactive, efficient and effective management of the Key Tasks in liaison with the Chief Operating Officer and the Board.
- Work with the Chief Operating Officer to ensure that the visibility of British APCO is maintained within both the user and supplier communities through the effective use of all media channels.

Key Tasks

1. Corporate & Commercial Membership

- You will be the primary contact with our Corporate Members. You will need to develop understanding of what each Corporate Member does from a business perspective; their relevance to British APCO and the wider membership; and build knowledge of who are their key UK & Ireland public safety clients.
- Ensure Corporate Member profiles effectively support each member – and support our members understanding of the Corporate Member's role in public safety
- Work with each Corporate Member to maximise their exposure to the wider membership, providing appropriate support based upon their level of membership.
- Understand who our Commercial Members are – and actively identify potential future Corporate Members.
- Work with the Association Management provider to ensure that invoices, individual memberships, and entitlements are all in order for Corporate Members.
- Provide reports to the Board regarding Corporate and Commercial Membership – including risks & issues, trends, or other key facts that impact the Association.

- In liaison with the Chief Operating Officer, prepare input into the annual budget on both Corporate and Commercial Memberships.
- Support the Chief Operating Officer in planning for key BAPCO events and shows; and in managing the topics and content of sessions and briefings held at BAPCO key events by accessing the expertise and operational awareness of the Corporate Membership.

2. Technical Activities

- Support the distribution of information relating to the MAIT (Multi-Agency Incident Transfer) schema across both Corporate Members and User Members.
- Support administration of the MAIT Unique Reference ID's and any submission of Schema changes required to the Open Standards Board.
- Understand, and help manage, the 999 App accreditation process.

3. Association Support

- Lead the annual process for advertising, applications and Board support for the British APCO Ian Thompson Bursary programme.
- Publicise the Bursary programme across the public safety sector and, using the links you have developed with the Corporate and Commercial Members, encourage them to support applications from their organisations.
- Create and lead the initiative to support the Ian Thompson Bursary alumni
- Support the review and development of the Association's policies and procedures and to develop and manage a regular review process for these documents.

4. General Ways of Working

- Help promote a focus-based culture which continues to maintain and increase the credibility and professional standing of the Association.
- Support the Board and Chief Operating Officer, to develop and maintain an effective, professional relationship with those Public Safety agencies, Senior Management groups of Public Safety services and the Communications and Information Technology industry.
- Attend bi-monthly Board meetings to support the Chief Operating Officer and Chair of the Board. Some of these will be virtual, some will be in-person.
- Provide support for the general running of the Association in the absence of the Chief Operating Officer.
- Ensure that records, files and library material as appropriate are kept and maintained for all activity.

5. Profile of the Association

- In liaison with the Chief Operating Officer, and members of the Board, establish effective networks and partnerships with key partners in the public safety communications sector to enable the Association to remain fully aware of new developments (technical and procedural) in support of the membership.
- Promote a positive and professional image of the Association through internal and external communications/publications.
- In co-ordination with the Chief Operating Officer and the Board, attend and represent the Association at key events nationally or internationally.
- Support members of the Association by responding to any relevant request for assistance.

6. Key relationships

- Chief Operating Officer
- Board members
- Corporate Members
- Commercial Members
- Public safety organisations/agencies
- Key stakeholders from the Public Safety industry.

7. Working Arrangements

- The Association Support Officer reports to the Chief Operating Officer
- The role is part time and expected to average 3 days per week
- Salary and working arrangements are negotiable.

Person Specification

Qualifications	Essential	Desirable
Experience of working with the emergency services either as a member of, or supplier to	✔	
Current full driving licence	✔	

Experience	Essential	Desirable
Demonstrable knowledge and experience of working in the field of critical communications		✔
Computer literacy including key Microsoft Office 365 apps (Word, Excel, PowerPoint, SharePoint & Outlook)	✔	
Good presentation skills both verbal and written	✔	
Experience of the preparation of reports at board level		✔
Experience of or willingness to undertake training in charity management		✔

Knowledge	Essential	Desirable
A knowledge of British APCO and its activities	✔	
A knowledge of current activities in the field of public safety IT & Communications		✔
Understand at a high level the rationale behind the MAIT schema and the benefits it brings emergency services		✔
Understand why Apps that are used to make 999/112 calls require accreditation		✔

Planning and Delivery	Essential	Desirable
Ability to prioritise and plan one's own workload and remain outcome focused	✔	
Good communication skills with the ability to communicate on technical matters	✔	
Confident in communicating with a range of stakeholders face-to-face, by phone/conference call, and in written communication on both technical and non-technical subjects	✔	
Demonstrates sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management when appropriate	✔	
Autonomy to undertake actions because of own interpretation of policy and guidance providing a source of expert advice to the organisation	✔	

Values and Behaviours

Commitment to and focused on quality, promotes high standards in all they do.	✔	
Ability to operate in a value-driven style consistent with the values of the public services and specifically with the organisational values	✔	
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	✔	
Values diversity and difference; operates with integrity and openness	✔	