



Role Profile

FCDO Services

Role Title	Queen's Messenger Admin Support Officer
Business group and team	SGS Accompanied Bag Service
Job Purpose Overview	<p>Reporting to the Head of the Queen's Messenger Admin Section, the role holder is responsible for assisting planning and scheduling of the QM scheduled service, Ad-hoc and time sensitive deliveries, complying with regional restrictions and the Vienna Convention.</p> <p>The duties within the role will include assisting the line manager with the compiling and planning of the Accompanied Bag Service in line with the scheduled and special off schedule service. Task will include visa applications and rostering of journeys, there is a finance element in compiling details for services delivered, and invoice validation on invoices received against services procured. The role holder will need to in time be convers with the ADB Services and deliver courier briefings and issue DCPs to officer's couriership consignments outside of the scheduled service.</p>
Organisational position	<p>The organisational chart shows the following structure:</p> <ul style="list-style-type: none"> Chief Operating Officer Claire Shepherd <ul style="list-style-type: none"> COO Office Peter Bramley <ul style="list-style-type: none"> EA to COO PA to COO Communications/Work place strategy Strategic Delivery / Governance Business Services Director Rebecca Bridgen <ul style="list-style-type: none"> Commercial Management Tess Hyman <ul style="list-style-type: none"> Service Managers Commercial Manager Customer Contact Centre Bid Management and Support Estimating and Cost Modelling Sales Project Control Ekkehard Thummen <ul style="list-style-type: none"> Project Control Officers Programme Office Management Resource and Capacity Management Project, Logistics and Service Planning Management Information Business Support Standards and Quality Supply Chain and Logistics Steven Fox <ul style="list-style-type: none"> Logistics Contract Liaison Logistics Planning Regional Distribution Centre Overseas Transport Logistics Helpdesk Vehicle Procurement Reprographics QMs and Logistics Officers Mail and Messengers Translation and Interpreting Richard Littlewood Customer Business Barry Hodges-White <ul style="list-style-type: none"> Customer Business Director ESS(E) Chris Powell Customer Business Director JTD Barry Hodges-White Customer Business Director UK Gov Sharon Hodsborough Regional Services <ul style="list-style-type: none"> Regional Services Director Americas Andrew Bedford Regional Services Director Europe Fraser Addiscott (no Global Role) Second Line Support Regional Services Director Middle East & Africa Jonathan Pilling Regional Services Director Asia Pacific Evan Jones

Date Updated	14/05/2020	Updated By	L R
Current / Applied Grade	A2	Job evaluation date	Confirmed grade
JOB RESPONSIBILITIES			
Main responsibilities, focusing on the required outputs:			
<ul style="list-style-type: none"> To assist with the planning and scheduling of all QM scheduled and off scheduled journeys to British Embassies, High Commissions and other Missions overseas. 			

- To assist the section head in the planning of journeys to guarantee the safety and integrity of the diplomatic bag service. Ensuring compliance with the Vienna convention while adhering to all Regional restrictions and regulations.
- Deliver briefings and issue Diplomatic Courier Passports, assist in the co-ordination and management of diplomatic courier runs and movements, liaising with PAGs and wider regions ensuring due process is adhered to. Maintain log sheets for DCPs issued and provide supporting documentation to enable billing of services delivered.
- Assist in the rostering of QM's to journeys, taking into account organisational and personal needs. Completion of passport applications and ensuring visa's are in place for planned journeys. Ensure QM's leave dates are logged in line with rostered journeys.
- Obtain accurate financial costings to enable planning teams to quote to customers for delivering services on an ad hoc basis, to offer cost savings and alternative options where appropriate.
- Assist in compiling and production of management Information relating to the Accompanied Bag Services.
- Maintain 'best practice' planning and forecasting through a process of continuous improvement and improve local operational productivity through work scheduling and workload prioritisation.
- Ensure delivery schedules are supported with the appropriate documentation. Ensure that administrative processes facilitate the smooth operation of services and prompt action and that the team are fully compliant with all logistics processes.

KNOWLEDGE AND KEY SKILLS

Essential

- Able to work unsupervised and make effective and clear decisions ensuring full compliance and commitment.
- Ability to provide a consistent customer experience
- Inclusive communication style and ability to communicate at all levels within internal and external organisations.
- Good negotiation and communication skills
- Clear understanding of security requirements
- A clear understanding of Health and Safety requirements within the ADB environment.
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Desirable

- Understanding of Government and civil service regulations including security procedures
- Working with commercial partners and suppliers.
- Sound knowledge of the Vienna Convention, and global restrictions.
- Knowledge of operating in a government trading fund environment

BEHAVIOURS

Top four for job:

- Managing a Quality Service

- Commercial Awareness
- Working Together
- Making Effective Decisions

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- Timely delivery of the service
- All KPIs met on a consistent basis
- Housekeeping standards maintained

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
No		No
Reports to: (Role Title and Grade)	Head of Queen's Messenger Admin Section (B3)	
Direct Reports: (Number and grades of staff)	None	