



JOB DESCRIPTION

Job Title:	Administration Assistant
Department:	Service Delivery
Location:	Crewe
Post Number:	ADMINHUB 0015
Grade/Role:	Scale 3
Special Allowances:	None
Responsible to:	Administration Manager

Job Purpose

To deliver a comprehensive administrative support service to the Unitary Area which includes Service Delivery, Fire Prevention & Protection.

Principal Responsibilities

1. Provide comprehensive administrative support to ensure that efficient and effective administrative systems/databases/processes are implemented, maintained and appropriately validated to assist the effective running of the office/department.
2. Undertake clerical work, including preparation and maintenance of records, raising and receipting requisitions, Imprest accounts, statistical returns, bring forward systems, ordering of assets and payment systems etc., and enable the office procedures and systems to operate effectively and efficiently, ensuring that they are acceptable for internal and external audit.
3. Maintain and update the office electronic and manual filing systems to ensure that records and information can be readily located. Implement an effective bring forward system.
4. Maintain and update both manual and computerised systems, inputting and extracting data, provide performance reports and statistics on individual initiatives in order to inform future resource allocation, performance measurement and to enable managers to make appropriate decisions in support of Service activities.
5. Plan and co-ordinate the arrangements for meetings and other events involving personnel, attending and taking minutes as required to provide an accurate and timely record of proceedings, arrange and monitor follow up action to ensure the efficient despatch of business.
6. Operate the Services Procurement system for ordering and maintaining/monitoring stocks of stationery, uniform, equipment in accordance with Service Policy and Financial Regulations to ensure an efficient service is maintained. Monitor any outstanding items on Agresso and ensure the receipt of all orders are logged upon their delivery.

7. Provide support for other Unitary Areas as and when directed by the Unitary Administration Manager/Unitary Management Team.
8. Provide telephone, reception and a hospitality service to internal and external service users to ensure effective and efficient service delivery.
9. Administer the use of the Community Rooms attached to each Fire Station booking their use by partners and internal customers.
10. Receive, sort and distribute incoming mail, address and dispatch outgoing mail and keep relevant postal records where required.

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance

To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

Equality, Diversity and Inclusion

To promote, adhere to and implement the Service's Equality, Diversity and Inclusion Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Safeguarding

To promote, adhere to and implement the Service's Safeguarding Strategy/Policy and to work consistently to embed Safeguarding within the Service.

Health and Safety

To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.

To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

Environment

To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B.

Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.



PERSON SPECIFICATION

Job Title: Administration Assistant

PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
<u>Qualifications/Experience</u> Educated to at least BTEC Higher, NVQ Level 3 Business Administration or equivalent with a good level of literacy and numeracy ECDL or equivalent ICT qualification	*	*
<u>Knowledge & Skills</u> Knowledge and experience of IT systems, data bases, software including networking and spreadsheets e.g. Microsoft Office suite of applications. Local Authority experience Community work experience Ability to work to tight deadlines Experience of working in a regulatory/enforcement environment	*	*
<u>Personal Competencies</u> Ability to work under pressure and work on own initiative Good written and verbal communication skills Ability to plan and prioritise own workload Ability to identify problems and respond Ability to build personal relationships and work well as a team	*	