



JOB DESCRIPTION

Job Title:	Business Administration Apprentice
Department:	Governance
Location:	Fire Service Headquarters, Sadler Road
Post Number:	
Grade/Role:	Real Living Wage
Responsible to:	Governance and Corporate Planning Manager

JOB PURPOSE:

To provide administrative support within the Governance team and across Cheshire Fire and Rescue Service.

The role requires assisting with a range of administrative and support work, to ensure the smooth running of the office.

PRINCIPAL RESPONSIBILITIES

- 1 To deal with inbound and outbound enquiries via phone, email and in-person.
- 2 To assist in producing reports, papers, presentations, and correspondence by using the relevant IT tools (MS Office applications).
- 3 To arrange meetings, prepare meeting papers, taking minutes/actions and helping to organise events.
- 4 To undertake research, prepare correspondence, reports and briefing notes and to attend meetings, as required.
- 5 To utilise a forward planning system and operate electronic filing systems.
- 6 To provide excellent customer service to visitors to ensure CFRS is presented in a professional manner.
- 7 To develop and maintain good working relations with Elected Members, Officers and External Partners / Bodies.
- 8 To ensure security / confidentiality of information is maintained.
- 9 To assist in the administration of the Service's GDPR and Freedom of Information processes.
- 10 To provide administrative support across all departments, as 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.

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V1	30.05.24	DL



PERSON SPECIFICATION

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PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
<p><u>Qualifications/Experience</u></p> <p>4 GCSEs at Grade C and above or Grade 4-9 including English and Maths, or equivalent.</p> <p>Computer literate</p> <p>Good IT skills, experience of Microsoft Word and Excel.</p>	<p>*</p> <p>*</p> <p>*</p>	
<p><u>Knowledge and Skills</u></p> <p>Good verbal and written communication skills.</p> <p>Attention to detail</p> <p>Ability to work under pressure and process work by way of prioritising and managing time (effectively).</p> <p>Ability to work independently and use initiative as well as part of a team.</p> <p>Good planning and organisational skills.</p>	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	
<p><u>Personal Competencies</u></p> <p>Confident to communicate with people at all levels</p> <p>A commitment to own development and to support training and development initiatives.</p> <p>Flexible and adaptability to prioritise conflicting demands.</p> <p>A current driving licence</p>	<p>*</p> <p>*</p> <p>*</p>	<p>*</p>