**SERVICE DELIVERY ASSISTANT**

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| **CATERGORY** | **CRITERIA** | **MEASURE** |
| **EDUCATION/****QUALITFICATIONS** | Well developed literacy and numeracy skills.  | AF/AC/I |
| **WORK EXPERIENCE** | Work experience involving:* Completing general administrative/clerical tasks.
* Taking and preparing minutes at meetings
* Diary management
* Reception duties
 | AF/I/R AF/I/R AF/I/R AF/I/R |
| **SKILLS/ KNOWLEDGE/****APTITUDE** | Knowledge of:* Relevant management information systems
* Clerical practices and procedures
* Electronic/paper filing systems

Ability to: * Demonstrate an awareness of the core activities of the Fire and Rescue Service
* Deliver community safety messages including presentations
* Demonstrate good working knowledge of clerical practices and procedures.
* Demonstrate knowledge of electronic/paper filing systems
* Demonstrate well developed IT skills with a working knowledge of Microsoft Office suite.
* Input data and information accurately
* Effectively prioritise own workload whilst working to conflicting deadlines
* Demonstrate excellent interpersonal skills with the ability to liaise at all levels
* Demonstrate attention to detail
* Take minutes at meeting
* Work on own initiative and as part of a team
* Demonstrate a commitment to maintaining confidentiality.

Demonstrate commitment to safe working principles and practices associated with Health and Safety Demonstrate commitment to the principles of Diversity and Equality | AF/AC/IAF/AC/IAF/AC/IAF/AC/I AF/AC/I AF/AC/I AF/AC/I AF/AC/I AF/AC/IAF/AC/IAF/AC/IAF/AC/IAF/AC/IAF/AC/IAF/AC/IAF/I |
| **OTHER** | Able to meet the transport requirements of the role and travel to various locations across the Service area as requested.Must be able to work to a flexible working scheme, which may include some weekends/evenings | AF/IAF/I |

# MEASURE CODE

AF - Application form

AC - Assessment centre

I - Interview

C - Certificates