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| County Durham and Darlington Fire and Rescue Service Job description |
| **Job title:**  | Administrative Assistant |
| **Directorate:** | People and Organisational Development |
| **Responsible to:** | People Senior Admin Officer |
| **Location:**  | Fire Service Training Centre, Bowburn South Industrial Estate, Bowburn DH6 5AD (However, you may be required to serve at any location as so directed) |
| **Purpose of the job:**To contribute to the effective operation and development of County Durham and Darlington Fire and Rescue Service through the delivery of an effective administration function.  |
| **Context of the role:*** County Durham and Darlington Fire and Rescue Service is working to protect and improve our communities.
* The post-holder is responsible for handling a wide range of administrative duties across the Service and will provide a high-quality support function including the maintenance of service computerised systems.
* The position operates within a framework provided by the service’s strategies, policies and procedures and financial regulations and contributes to the wider organisational priorities as outlined in the integrated risk management plan. On a day-to-day basis the postholder is responsible for contributing to the full range of administration activities, including policy adherence and practice, providing administrative support to line managers, budgetary reconciliation and general administration within the administration team*.*
* The Service expects the highest standard of ethical communication and conduct from all staff. Respect for confidentiality is essential.
* All staff are expected to participate positively in the appraisal process, to undertake relevant training and development activities to improve their work performance, and to contribute to the training and development of others.
* The post-holder will be expected to promote the service’s policy of equality and fairness, both within the service and external in order to demonstrate commitment to anti discriminatory practice in all the service’s activities.
* To practice and promote the health and safety policies of the Service. To contribute to the development and progression of health and safety within the sphere of responsibility of this role for all employees and service recipients.
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| General responsibilities and duties |
| 1 | To provide general administration support to the Service as required.  |
| 2 | To assist in the administration of section budgets including the requisitioning requirements of the section. |
| 3 | To assist in the preparation and implementation of service policies. |
| 4 | To assist in the maintenance of all service records and documents. |
| 5 | To assist in dealing with and responding to, internal and external enquiries and routine requests for information and services. |
| 6 | To assist in the completion of performance and other statistical returns. |
| 7 | To administer the schemes and processes operated by the Service. |
| 8 | To maintain accurate records and information, using both manual and computerised systems as required including any associated management of records and validation of data. |
| 9 | To cover the duties of the other administration staff, including reception (in accordance with the reception rota), in the Service, as required. |
| 10 | To carry out, maintain and develop all procedures necessary for the efficient and effective provision of reception and switchboard services to headquarters and/or training centre including visitor contact, handling incoming telephone calls, operating the tannoy system, maintaining the general reception area and ensuring handover processes are carried out with all reception staff. |
| 11 | To deal with incoming and outgoing post in a quick and efficient manner. |
| 12 | To develop and maintain effective working relationships with the line managers, colleagues and staff across the Service, and with trade unions and other relevant external contacts. |
| 13 | To contribute to specific projects as allocated by the line manager. |
| 14 | To create web pages and publish them on the service’s internet, intranet and SharePoint. |
| 15 | To assist with the preparation and running of service events and training courses. |
| 16 | To assist with the preparation and distribution of papers and reports for service and Fire Authority meetings and to provide a confidential secretariat for meetings where required. |
| 17 | To produce and distribute documents, reports and publications as required within the section. |
| 19 | The areas of responsibility associated with a particular post may be amended from time to time, and where possible, consultation will take place prior to the change. It is expected that the postholder will operate flexibly in any location and undertake any other tasks and projects which could reasonably be expected of someone holding this grade, including assisting other sections as required, commensurate with the grade or of a lower grade. |

Signed by employee

Employee’s name Date

Signed by line manager

Line manager’s name Date

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| **County Durham and Darlington** **Fire and Rescue Service****Conditions of employment summary****Administrative Assistant** |
| **Employed under:** | National Joint Council for Local Government Services |
| **Grade:** | Grade 4 (spinal column points 5 & 6) |
| **Current salary range:****(w.e.f. April 2021)** | £19,312 - £19,698 per annum |
| **Salary payment:** | You will be paid on the last working day of each calendar month, directly into a specified bank or building society account. |
| **Hours of work:** | 37 hours per week, worked over 5 days, Monday to Friday. The actual pattern of working will be set with the line manager. Occasional working beyond normal office hours will be required and this will be compensated by appropriate payment or time off.  |
| **Annual leave:** | The annual leave year runs from 1 April to 31 March. Entitlement will be 26 working days per full leave year, rising to 31 days after five years continuous service. Statutory bank holidays are additional to these entitlements.  |
| **Probationary period:** | 6 months |
| **Contract status:** | Permanent |
| **Notice period required from employee:** | One month in writing |
| **Pension scheme:** | The post holder will be automatically enrolled in the Occupational Pension Scheme but will have the option to opt out |
| **Sickness payments:** | Dependent on length of Service, up to a maximum of 6 months full pay and 6 months half pay |
| **Allowances:** | Not applicable |

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| County Durham and Darlington Fire and Rescue Service**Person specification****Administrative Assistant** |
|  | Essential | How measured | Desirable | How measured |
| **Education and Qualifications** | 1. A good standard of general education
2. Qualification in Business Administration minimum NVQ level 3 (or equivalent)
3. IT Qualifications or equivalent
 | Application Form / Certificates | * Current full driving licence
* Customer Service Qualification (level 2)
 | * Application Form/ Certificates / Licence
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| **Experience** | * Previous experience in general office administration duties
* Experience of working with various computerised software systems
* Experience of administrating and minute taking for meetings
 | * Application Form/ Interview/References
 | * Understanding/experience of working with Data Protection Act 2018 including GDPR and the common law of confidentiality.
* Experience in Local Government or similar public sector organisation
* Experience of an IT procurement system.
 | * Application Form/
* Interview/References
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| **Knowledge/ Skills**  | * Good interpersonal and communication skills
* Ability to work to deadlines (and under considerable levels of pressure when necessary)
* I.T. Skills and willingness to learn I.T. systems as required
* Problem solving skills
* Ability to use Microsoft Office applications
 | * Application Form/Interview
 | * A knowledge and understanding of Fire Service working practices and procedures
* A knowledge of budgetary procedures
* An understanding of office and filing systems
 | * Application Form/ Interview/References
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| **Personal Qualities** | * Enthusiastic, self-motivated
* To have a capable and common-sense attitude.
* Flexible approach to location and hours of work
* To have a customer care attitude
* Able to work in a team
* High levels of attention to detail
* Ability to understand and respect the need for confidentiality
 | * Interview/References
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| **Expected Behaviours** | Demonstrate ability to:* Approach challenges with:

Flexibility, enthusiasm, motivation, passion, determination and resilience* Conduct themselves in a manner that is:

Honest, trustworthy, reliable, accountable, consistent and respectful * When collaborating with others:

Be approachable, supportive, encouraging, inclusive and show we value our own development and that of others* Drive change across the Service by being:

Creative, resourceful, courageous, original, clear and focussed | Interview |  |  |
| **Additional requirements** | * Willingness to work additional/flexible hours to meet needs of the Service
* Good attendance record
* Able to meet Service medical requirements
 | References |  |  |