

Person Specification

Post Title:	Service Information Team Administrator		
Directorate:	Office of the Chief Fire and Rescue Officer		
Location:	Service Headquarters		
Grade:	C	Date:	September 2026

NFCC Leadership Framework Level: Leading Yourself

	Requirements: E = Essential D = Desirable	E/D	Measure (see below)
Knowledge and Experience			
<i>Service Delivery</i>	Experience of working in a customer-facing environment, delivering a high standard of customer service, to identify and meet customer expectations	E	1,3
	Demonstrate a track record of working on own initiative with minimal supervision to deliver required tasks	E	1
<i>Organisational Effectiveness</i>	Experience of working alone and as part of a team to achieve team and organisational objectives.	E	1,3
	Experience of working with confidential or sensitive information. Respect for confidentiality where required.	E	1,3
<i>Job Specific</i>	Understanding the importance of adhering to Data Protection and Freedom of Information legislation and procedures	D	2
	Previous experience in an administrative role	E	1
	Experience of taking minutes	E	1,3
	Experience and ability in data input and electronic filing activities.	E	2
	Knowledge and experience of Microsoft SharePoint, the operation of finance system incorporating new technology to improve processes when working with different departments.	D	1
Equality and Fairness			
<i>Minimum requirement Particular EO requirement for the post</i>	Sound knowledge of and commitment to Equality, Diversity & Inclusion.	E	1,3
<i>This is law and part 7 of the Code of Practice on the English language requirements for public sector workers.</i>	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	1,2,3
Qualifications and Training			

Academic Professional Job related Vocational	GCSE English Language Grade 4 or equivalent.	E	1,5
Skills			
Personal Impact	Good verbal communication skills with the ability to communicate, guide and influence customers effectively at all levels. Able to provide advice and deal efficiently with enquiries.	E	3
Outstanding Leadership	Ability to develop and maintain knowledge and understanding of systems and processes as required to complete tasks in an ever-changing environment, with minimal supervision.	E	3
Service Delivery	Ability to apply a high level of organisational skills when working under pressure and complete a wide range of administrative tasks.	E	1,3
	Ability to engage with a wide range of different people and agencies and present a high level of customer service at all times.	E	1
Organisational Effectiveness	Demonstrate ability to work to agreed service levels and deliver solutions both on time & specification	E	1
Job Specific	Basic ICT skills in Microsoft Outlook sufficient to write emails, transfer emails and archive ICT skills in Microsoft Word sufficient to write and format documents and create basic reports. Basic ICT skills in Microsoft Excel sufficient to create, update, and format spreadsheets. Ability to save and retrieve data.	E	1,2
	Ability to undertake some manual handling work in relation to printer maintenance, and post room processes, and to open and secure the Service Headquarters building during office hours.	E	1,3
Other			
Must be willing to undertake a criminal record check.		E	4
The post holder will be required to regularly visit a range of locations within Leicestershire.		E	3
Must be willing to wear corporate work wear (as provided by the Service).		E	3

Measures

1 = Application Form

2 = Testing

3 = Interview

4 = Other (e.g.: DBS Check/Certificates)