

Job Description

Post Title:	Service Information Team Administrator		
Directorate:	Office of the Chief Fire and Rescue Officer		
Department:	Service Assurance – Service Information Team		
Location:	Service Headquarters		
Grade:	C	Date:	January 2022

Responsible To:	Service Information Team Supervisor
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Liaison With:	All departments, staff and managers across the service External stakeholders and agencies Members of the public
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Purpose of Job:

- To provide a wide range of administrative functions supporting the organisation.
- To maintain reception and ensure that all visitors to the service receive a high standard of customer care.
- To receive and process telephone calls and other communications received at Service Headquarters.

Main Activities, Duties and Responsibilities:

1. To provide administrative support and duties to include amongst others: processing meeting requests (internal and external) and taking minutes where required; communicating with internal and external stakeholders by telephone, email and in writing; mail merge of standard letters; administration of the Service Freedom of Information request process, requests for disclosure of personal information process and complaints and compliments received; process and administer requests for Fire Reports/Fire Investigations; general office work such as photocopying and filing.
2. To upload and maintain information onto various Service systems including finance systems (for ordering supplies), premises management systems, cloud based forms/databases and document management systems.
3. To use other Service systems where necessary to carry out tasks such as using drawing packages to produce basic plans, producing basic statistical reports and accessing information in human resource systems.
4. To maintain the Service Headquarters reception and provide a high standard of customer service to all visitors, while complying with security procedures.
5. To receive incoming calls to Service Headquarters during office hours and ensure that they are transferred to the correct department; to identify any emergency calls; and to raise referrals where required for vulnerable people.
6. To distribute all incoming correspondence and communication in accordance with agreed procedures. To process the sending of outgoing correspondence and communications as required.
7. To process Home Fire Safety Check referrals from agencies and the general public.
8. To give basic advice to the general public on home fire safety where required.
9. To maintain and order stationery for Service Headquarters.
10. To provide basic front line maintenance of printer/photocopiers within Service Headquarters.
11. To provide general assistance to the Service Information Team Supervisor and Information Governance Officer in any specific tasks or events, e.g. the Long Service Ceremony.

Special Features

To promote, uphold and act in accordance with the Service values:

- ✓ Professional – competent, reliable, respectful
- ✓ Positive – constructive, confident, enthusiastic
- ✓ Honest – truthful, trustworthy, fair

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual job will change, and existing duties may be lost or others gained without changing the general character of the duties or the level of responsibility entailed. As a result, the Authority will expect this job description to be subject to revision.

Additional Information for Job Evaluation

Budget Directly Responsible For:	None
Budget Indirectly Responsible For:	None
Number of employees Responsible For:	None
Qualifications and Experience Required:	GCSE English Language Grade 4 or equivalent. Basic ICT skills in Microsoft Outlook, Word, Excel.