**Service Delivery Support Administration Assistant**

**Job description and person specification**

Devon and Somerset Fire and Rescue Service

**Job description**

**Job title:** Service Delivery Support Administration Assistant

**Grade:** Grade 3

**Department:** Service Delivery Support Administration

**Reports to:** Service Delivery Support Administrator or Finance & Performance Officer

**Line manager responsibilities:** None

**Main purpose of job**

To provide the full range of consistent administration duties and business support to ensure continued resilience, efficiency, and effectiveness of the Service Delivery Support Teams.

**Main responsibilities and duties:**

* To undertake a range of duties commensurate with an administration assistant role to support the services goals and objectives, in accordance with DSFRS policies and procedures, and participate in a team-based environment.
* To provide general administrative support to the Service Delivery departments of Protection, Response and Training, including updates to communication channels such as MS Teams.
* To action internal and external enquiries as and when appropriate, escalating / referring to the appropriate department within the service, as required.
* To provide support to Service Delivery Managers in collating performance data, maintaining essential spreadsheets, databases and systems and distributing reports (as required) in a timely manner.
* To support departmental meetings, including the booking of meeting dates and locations, resources, production of supporting papers and technical support.
* To undertake reasonable administrative requests as required by the Service Delivery Support Departments and any other duties associated with the support of the function, including inputting and formatting data for Word documents, PowerPoint and other MS Office applications.
* To assist the support of the operational function of Service Delivery teams, such as Protection, Response and Training.
* To support in the provision of departmental resource requirements (e.g stationery, cameras, PPE and detectors) and scrap cars - maintaining records of stock levels, plus ordering and invoicing, raising purchase order numbers in line with relevant budgets.
* To undertake the financial administration processes for Service Delivery departments, including, Procurement Card use and reconciliation.
* To support the monitoring and completion of team specific Annual Returns including inventories.
* Liaising with relevant stakeholders, both internal and external.
* To be responsible for the reporting of property defects.
* To demonstrate work processes and support / assist with peer system familiarisation and induction to new and temporary members of support staff.
* To carry out duties at the main place of work and/ or other locations as required.
* To perform tasks in safe manner in accordance with Health and Safety policies and legislation.
* To participate in the Personal, Professional Development process to identify any personal training and development needs and attend training events as required.
* To maintain the security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS’s Policies to include Data Protection Act 1998 Service Policy document.
* To actively promote the Service’s core values and to comply with Equality and Diversity and all Service polices.

# Our values

* We are proud to help
* We are honest
* We are respectful
* We are working together

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

Grade: Grade 3

Job title: Service Delivery Support Administration Assistant

**Key competencies**

**Essential**

* Proven ability and an understanding of the need to maintain confidentiality.
* Good written and verbal communication skills
* Good interpersonal skills in order to develop and maintain effective working relationships with internal and external stakeholders.
* Proven administration and time management skills
* Good planning and organisational skills
* Proven ability to carry out word processing/typing with speed, accuracy and attention to detail.
* Ability to quickly learn new systems and processes, extracting and manipulating data as appropriate.

**Desirable**

* An understanding of the Data Protection Act

**Work experience**

**Essential**

* Proven ability of working with MS Office software packages (Outlook, Word & Excel).

* Ability to produce and populate spreadsheets.
* Experience of dealing with members of the public, both face to face and over the telephone

**Desirable**

* Experience working in an office environment.
* Experience of using a finance reporting system (such as Integra).
* Proven experience dealing with invoices
* Ability to service meetings, produce agendas, take and produce minutes.

**Qualifications and knowledge**

**Essential**

* Good standard of education, including literacy and numeracy

* Word processing/IT related qualification(s), or equivalent experience
* Knowledge of office systems and procedures

**Personal qualities and attributes**

**Essential**

* Willingness to undertake a Police Disclosure Check

* An ability to effectively work on own initiative and as well as a member of a busy team
* Evidence of self-motivation
* Customer orientated approach
* Flexible and adaptable approach
* Commitment to continuous improvement

**Desirable**

* Ability to travel

**Factor Guides**

**Supervision/management of people**

**Level 1**

Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

**Creativity and innovation**

**Level 2**

Work largely regulated by laid down procedures but needing occasional creative skills to deal with routine problems.

**Contacts and relationships**

**Level 2**

Contacts on well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

**Decisions – Discretion**

**Level 2**

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

**Decisions – Consequences**

**Level 2**

Decisions which have a material effect on the internal operations of the post’s own or other departments or on the individual or the provision of the service to the public.

**Resources**

**Level 2**

Responsible for the proper use and safekeeping of hand tools, small items of equipment and low-cost materials or for the accurate handling and security of small sums of cash and cheques or financial resources.

**Work environment – Work demands**

**Level 2**

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

**Work environment – Physical demands**

**Level 1**

Work requiring normal physical effort.

**Work environment – Working conditions**

**Level 1**

Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

**Work environment – Work context**

**Level 1**

Work involves minimal risk to personal safety of injury, illness or health problems arising from the environment or the public/clients.

**Knowledge and skills**

**Level 2**

Ability to undertake work consistent with a comparatively basic knowledge and skills requirement, which encompasses a range of tasks involving application of readily understood rules, procedures or techniques.