

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Business Support
Post	Word Processor
Post No	NU405
Grade	5
Location	FSHQ
Responsible to	Administrative Supervisor
Responsible for	N/A
Responsibility for Physical Resources	N/A
Responsibility for Financial Resources	NA

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

To provide a general administrative and typing support service across the organisation.
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The main duties of the post will be to provide general administrative support for Directorates across the organisation, to include some or all, but not exclusively the following:

DUTIES AND RESPONSIBILITIES

Principal Duties

1. To provide efficient and accurate production of typed documents across the Service.
2. Provide general administrative support to the Administrative Supervisor and all directorates across the organisation – e.g. Community Safety to include photocopying, scanning, filing, mailshots and other similar administrative tasks, as required.

3. Accurate data entry within Business Support and across all departments. e.g. support to Crimes and Consequences, input of surveys.
4. Answer 0800 calls for home fire safety checks and allocate to station or practitioner.
5. To collect, deliver and despatch mail throughout the organisation as directed by the administrative supervisor.
6. To prepare agenda, record and disseminate minutes at the Fire Cadet Manager quarterly meetings.
7. Coordinate and procure Poppy Wreaths for the annual Remembrance Services across the Service area.
8. To procure diaries and raise the relevant requisition using the financial procurement system, E-Proc, ensuring value for money and best practice.
9. Produce ID cards using TRUST ID software and NET Access System for all employees of South Wales Fire & Rescue Service and contractors.

Secondary duties

10. Maintain the Business Support 'in box' and 24/7 actioning where appropriate.
11. To provide general support for the Business Support Unit, as required.
12. To participate in inter-departmental, corporate and external working groups and meetings as directed and to liaise with other departments, public and other outside bodies and organisations.
13. To provide support and assistance to other members of staff to assist them in meeting the requirements of the service.
14. To assist in undertaking research with other Local or Public Authorities, voluntary organisations and the private sector related to business administration and related ICT developments plus improvements and establishing best practice networks.

General Duties

15. To attend in-house and external training courses as required.
16. To undertake in addition to the above duties and responsibilities such additional duties as may result from time to time from changing

circumstances but which will not change the general character or level of responsibility accorded to the post.

17. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
18. To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.
19. To discharge such other duties commensurate with the grade of the post as may from time to time be required by the Director or Head of Service or Supervisor.
20. To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.
21. Comply with Standing Orders, Financial Regulations, Organisational Policies and Procedures and any other instructions or procedures that may be published or issued from time to time

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

