

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Business Support Unit
Post	Admin Support Officer
Post No	NU421
Grade	Grade 5
Location	SWFRS Headquarters
Responsible to	Administrative Supervisor

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 administrative support for departments across the organisation

DUTIES AND RESPONSIBILITIES

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

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.

Principal Duties

1. 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.
2. To undertake general maintenance and upkeep of files, electronic filing systems, including the creation of new files, management of old and live files.
3. Maintain and interrogate databases as required by the Service to provide information in an accurate, timely and efficient manner,

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including the uploading of documents and information onto internet and intranet. e.g. Headlines, Front Page and Equality Risk Assessments.

4. To assist in the organisation of events, ceremonies and awards, throughout the organisation, providing administrative support as required, including co-ordinating the Service Standard Bearer (Colour Party) team for attendance at events and the organisation of an annual presentation evening and combined emergency services Carol Service.
5. Publish and update the Routine Notice on a weekly basis.
6. Process all invoices relating for the department. e.g. Royal Mail, Parcel Force, Royal Mint, subscriptions and publications.
7. Produce ID cards using TRUST ID software and NET Access System for all employees of South Wales Fire & Rescue Service and contractors.
8. To record and acknowledge complaints from members of the public, ensuring responses are processed to agreed deadlines.
9. Maintain the Business Support 'in box' and 24/7 action where appropriate.
10. Provide support to the quarterly Car Draw by processing cheques and issuing notification letters.

Secondary Duties

11. To assist Community Safety in arranging HFSC checks by taking calls, emails and allocating to practitioner or stations.
12. Provide switchboard and reception cover (including door entry) as required and ensure all mail is delivered and collected daily.
13. Assist the Member Support team with duties relating to the administration of meetings of the Fire & Rescue Authority.
14. To assist in undertaking research with other local or public authorities, voluntary organisations and the private sector with regard to business administration and related ICT developments and improvements and to establish best practice networks.

General Duties

1. To attend in-house and external training courses as required.
2. 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.

3. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
4. 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.
5. 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.
6. 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.
7. 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

