

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Business Support Unit
Post	Secretariat Supervisor
Post No	NU291
Grade	Grade 9
Location	SWFRS Headquarters
Responsible to	Business Support Supervisor
Responsible for	Principal Officers and Heads Of Service Secretariat
Responsibility for Physical Resources	n/a
Responsibility for Financial Resources	n/a

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 supervise the work of the Secretariat department, ensuring that at all times the department works effectively and efficiently in meeting the Service's requirements and that agreed standards are maintained.

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. To supervise the Secretariat department within the Business Support Unit and to resolve operational and day to day issues to include but not limited to:
 - Holding regular team meetings.
 - Setting documented standards of work and monitoring adherence to those standards.
 - Allocating and prioritising work when necessary.
 - Ensuring that arrangements are in place for a seamless service to be provided to customers.
 - Approving and monitoring leave requests for staff within the unit.
 - Acting as mentor and first point of contact for the staff of the unit.
2. Undertake all supervisory duties including Performance Development Reviews, compliance with sickness procedures, performance management, capability and disciplinary procedures in respect of the Secretariat unit.
3. To be responsible for liaising with customers on performance and service requirements and reviewing, developing, implementing, continuously improving and monitoring systems required to deliver a cost effective, efficient and quality secretarial service that meets the needs of its customers.
4. To provide all aspects of a confidential secretarial service for the managers as required, including shorthand, audio typing and word processing.

Secondary Duties

5. 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 as required or is necessary.
6. To provide support and assistance in identifying and delivering the training and development needs of staff required to meet the needs of the Service.
7. To undertake best practice 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.

8. To assist the Business Support Supervisor with matters relating to Information Management.

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- 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.

ORGANISATIONAL VALUES

SWFRS has a set of values which describe how we work as an organisation. As an employee of SWFRS , you should always adhere to these values.

Caring

We will be caring and compassionate displaying concern and empathy for others.

Dedicated

We are dedicated to the communities where we live, work and visit. We are devoted to saving lives and working in partnerships as an integral part of our communities.

Disciplined

We are clear about our roles and operate within agreed levels of authority, within a disciplined environment. We consider that the highest form of discipline is self-discipline.

Dynamic

We will embrace, and are capable, of changing or being changed. We partake in vigorous activity, with energy and enthusiasm, achieving high effectiveness.

Professional

We will demonstrate professionalism in all that we undertake. This means we will carry out our duties in a competent and dependable manner,

demonstrating expertise in all that we do and ensuring that we demonstrate commitment to the high standards expected of SWFRS at all times.

Resilient

We will anticipate risk, limit impact, and bounce back rapidly through adaptability, evolution and growth in the face of turbulent change. We will withstand and recover quickly from difficult conditions.

Respectful

We will respect each other and the communities we serve. This means treating people fairly, accepting differences and acknowledging the contribution of our colleagues and our communities.

Trustworthy

We can be relied on to be honest and truthful.

