

SOUTH WALES FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

DEPARTMENT	Business Support
POST TITLE	Administrative Support Officer
POST NO	NU421
GRADE	5
LOCATION	FSHQ

Essential criteria marked in **bold with an asterisk*** will be used for short-listing purposes. Please ensure you address these requirements in your Application Form (under the Experience and Other Information section). You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience, and abilities relevant to the post.

Where a qualification is highlighted as being an 'Essential Criteria', you will be required to provide a copy of your Certificates with your Application Form.

Factor	Evidence	Essential/ Desirable	How Identified
Qualifications	NVQ Business Administration Level 2 or equivalent. *	Essential*	Application*
Knowledge/ Experience	Proven experience of accurate production of documents. *	Essential*	Application*/ Selection
	Proven experience of using Microsoft Office Packages including Word, Excel, and Outlook.	Essential	Selection
	Experience of working in an administrative environment. *	Essential*	Application*/ Selection
	Knowledge of the structure and practices of the Public Sector.	Desirable	Selection
Personal Style	Ability to communicate through the medium of Welsh GCSE Level (Canolradd) or above. *	Essential*	Application*/ Selection
	An understanding and respect for people's differences. Committed to adopting a fair approach to others. *	Essential*	Application*/ Selection
Intrapersonal	Ability to work in full compliance with confidentiality policies and procedures.	Essential	Selection
	Ability to communicate effectively both orally and in writing to a range of different audiences. *	Essential*	Application*/ Selection
	Ability to work effectively with others both within the Fire & Rescue Service and in the Community. *	Essential*	Application*/ Selection

Task	Ability to understand, recall apply and adapt relevant information in an organised, safe, systematic way. *	Essential*	Application*/ Selection
	Ability to adopt a conscientious and proactive approach to work to achieve and maintain excellent standards.	Essential	Selection

Welsh Language Skill Level Descriptors – Level 3	
Ability to communicate through the medium of Welsh GCSE Level (Canolradd) or above	
Speaking	<ul style="list-style-type: none"> • Able to obtain information about key work tasks by questioning and listening. • Able to convey information about key work tasks to internal and external colleagues in Welsh. • Able to obtain personal and work-related information from a variety of oral sources such as conversations, radio, and television. • Can deal with enquiries effectively. • Can chair and facilitate meetings in Welsh. • Deliver simple, prepared, semi-structured presentations. • Give and seek instructions and guidance to achieve key work tasks. • Able to contribute to routine business discussions. • Able to follow a conversation or discussion on a professional level and discuss general work-related topics in order to convey information or describe an opinion. • Present a basic verbal argument for or against a given topic
Reading	<ul style="list-style-type: none"> • Able to obtain specific work related and personal information from sources such as articles, simple reports, and other professional texts. • Able to obtain information and opinions from a variety of texts
Writing	<ul style="list-style-type: none"> • Able to write formal and informal letters, memos and e-mails, and complete forms, with a range of factual information and opinion relevant to the post, to both internal and external colleagues. • Can create simple, semi-structured presentations and supporting documents for internal and external colleagues. • Can create written resources to ascertain and record opinion. • Can create basic written arguments
Understanding	<ul style="list-style-type: none"> • Understand Welsh at the level of the above descriptions

