

SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

Department	Business Support
Post	Administrative Support Officer/Word Processor Operator
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 general administrative support and accurate production of documents for departments across the organisation together with secondary cover for reception, switchboard and mail services.

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 general and clerical support including administrative assistance, photocopying, filing, printing and binding.
2. To provide accurate production of documents for departments across the Service.

3. To provide secondary switchboard and reception cover as required. Duties to include answering, screening and forwarding incoming phone calls, giving equality to the Welsh and English language, including door entry system. Service visitors by greeting, welcoming, and directing them appropriately, maintaining signing in book and issuing visitor badges.
4. To collect, deliver and despatch mail throughout the organisation as directed by the administrative supervisor.
5. Check in advance meeting room bookings, arrange room set up and ICT requirements, provide refreshments and arrange buffets.
6. Maintain and interrogate databases as required by the Service to provide information in an accurate, timely and efficient manner, including the uploading of documents and information onto internet and intranet. e.g Headlines and Front Page.
7. 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.
8. Answer 0800 calls and process incoming e-mails for home fire safety checks and allocate to station or practitioner with accurate details.
9. Provide administrative support to the Fire Cadet Programme, including creating and maintaining databases. Notifying candidates and guardians that they've been selected to attend open evenings. Transferring data onto attendance registers for each Unit. Ensure medical consent forms and emergency contact details are updated 6 monthly, disseminate this information to Cadet Managers. Produce and maintain BTEC folders. Check Fire Cadet 'in box' twice weekly and action where appropriate.
10. Provide external administrative support to the Crimes and Consequences department, including collecting and chasing department information. Inputting and managing the relevant confidential information into spreadsheets and databases accurately to reflect the correct details for company stats and data.
11. Provide administrative support to our Community Safety Team in regards to our working projects programme. Working to deadlines whilst creating and distributing external letters, receiving incoming calls and updating company database to forward on to local stations.

Secondary duties

12. To provide general support for the Business Support Unit, as required.
13. 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.
14. To provide support and assistance to other members of staff to assist them in meeting the requirements of the service.
15. 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

14. To attend in-house and external training courses as required.
15. 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.
16. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
17. 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.
18. 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.
19. 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.
20. 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

