

Job Description

# **Job Title:**

Contact Centre Advisor

# **Responsible To:**

Head of Admin Support

# **Responsible For:**

None

# **Grade:**

Scale 3, Spinal Column Point 7-8, £13,205.14- £13,415.70

# **Hours:**

18.13 hours per week

Wednesday afternoon, all day Thursday & Friday

# **Location:**

Lancashire Fire and Rescue Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH

# **Other terms and conditions:**

* National Joint Council for Local Government Services
* A Flexi Time Scheme is in operation

# **Special Requirements**

None

# **Our Aim**

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

# **Our Priorities**

* Valuing our people so they can focus on making Lancashire safer.
* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values ‘Strive’ reflects the behaviours we expect from our staff:

* Service: Making Lancashire safer is the most important thing we do.
* Trust: We trust the people we work with.
* Respect: We respect each other.
* Integrity: We do what we say we will do.
* Valued: We actively listen to others.
* Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

* Putting our communities first: we put the interest of the public, the community and service users first.
* Integrity: we act with integrity including being open, honest and consistent in everything we do.
* Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
* Leadership: we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
* Equality, diversity, and inclusion: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service’s and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan](https://www.lancsfirerescue.org.uk/wp-content/uploads/2022/04/Community-Risk-Management-Plan_2022-27-FINAL-VERSION-13-April-22-amends-page-15.pdf).

# **Job Role**

The role of the Contact Centre Advisor is to contribute to the work of Lancashire Fire and Rescue Service by providing a non-emergency contact and advice service in order to support the reduction of risk to the community.

These are to be carried out within the framework of policies and procedures determined by the Combined Fire Authority and Fire and Rescue Service Management Team.

# **Responsibilities**

* Provide an excellent level of customer service and present a positive impression of LFRS to both internal and external customers.
* Effectively deliver home risk reduction advice and community safety messages to individuals whilst identifying services offered by LFRS that may be appropriate to their need.
* Ensure that all Home Fire Safety Check bookings via telephone and internet are completed in an accurate and timely manner and in line with relevant processes and procedures.
* Support the delivery of Home Fire Safety Checks in the homes of vulnerable groups by liaising with and providing information to Operational Crews and Prevention and Protection teams.
* Provide a contact and advice point for partner agencies to discuss requests for assistance from LFRS and arrange joint visits with Prevention teams.
* Ensure that background activities such as filing, record updating, returns and maintenance of office equipment take place on a regular basis and are delivered efficiently and effectively.
* Assist in administering meeting room requests.
* Administering switchboard calls for Service Headquarters.
* Ensure timely collation, production and distribution of Service mail.
* Logging Property related faults, issuing instructions and orders to appropriate contractor.
* Receiving and distributing road closure information, faxes and FINDS messages.
* Receiving and directing external visitors to Service Headquarters, maintaining a professional appearance in the visitor’s area.
* Demonstrate a commitment to personal development and actively participate in the appraisal process.
* To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
* Promote a positive image of the Service in dealing with all other organisations and members of the public.
* To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equality, Diversity, and Inclusion Policy at all times.
* To observe all rules governing health and safety and use safety equipment where it is provided.
* To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
* The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

# **Employee Specification** Please note all criteria are essential unless otherwise stated.

# **Experience**

* Previous experience of dealing with the general public.
* Experience of using various IT systems.

# **Knowledge, Skills, and Abilities**

* Excellent telephone handling skills.
* Ability to maintain records accurately.
* A flexible approach to work.
* Typing/word processing ability at 35 words per minute.
* Good communication skills.
* Ability to work on own initiative and as part of a team with staff based at Service Headquarters.
* The ability to apply a knowledge of safeguarding (as appropriate to the role)
* The ability to apply knowledge of health and safety as it is applicable to the job role.
* A commitment to inclusion, equality, and diversity.

# **Desirable**

* Typing/Word Processing qualification (minimum 30 words per minute).
* Working knowledge of the Home Fire Safety Check provided by LFRS.
* Knowledge and previous experience of customer service work.

# **Special Requirements of the Post**

None

# **Terms and Conditions**

# **Job Title:**

Contact Centre Advisor

# **Responsible To:**

Head of Admin Support

# **Grade:**

Scale 3, Spinal Column Point **7-8, £13,110.46 - £13,318.50**

# **Hours:**

18.13 hours per week

# Wednesday afternoon, all day Thursday & Friday

# **Location:**

Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH

# **Car Parking:**

Free Car Parking Facilities are available at Service Headquarters.

# **Pension:**

Local Government Pension Scheme

# **Annual Leave Entitlement:**

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows: -

Up to spinal column point 13

0-5 years: 22 days

5-9 years: 27 days

10 years and above: 27 days

Plus, bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

# **Other Terms and Conditions:**

* National Joint Council for Local Government Services.
* Lancashire Fire and Rescue Service operates a flexi-time scheme.

# **Car Categorisation**

None

# **Clearances:**

* Satisfactory references
* Occupational Health Assessment

It is unacceptance for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.