



Job Description

Job Title:

Service Delivery Support Administrator

Responsible To:

Service Support Manager

Responsible For:

None

Grade:

Grade 4, Spinal Column Point 9-13, £27,254 – £29,064

Hours:

36.25 hours per week

Location:

Eastern Area Admin Hub, Blackburn Fire Station, Byrom Street, Blackburn BB2 2LE

Other terms and conditions:

- National Joint Council for Local Government Services (Green Book)
- A Flexi Time Scheme is in operation
- Ad Hoc Car User

Special Requirements

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.
- It is a requirement of the post that the post holder will be able to attend evening and weekend meetings/events as required.
- This role is subject to a Standard Check by the Disclosure and Barring Service

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](#).

Job Role

The role of the Service Delivery Support Administrator is to contribute to the work of the Lancashire Fire and Rescue Service by providing a range of administrative support services to assist in the efficient running of stations/Fire Safety Departments

Responsibilities

- Provide administrative support to Service Delivery Managers/Fire Safety Enforcement Officers in respect of any of their responsibilities. This may include undertaking work in relation to Wholetime, On Call and in Area HQ as directed by the Service Support Manager.
- Answer incoming calls, deal with internal and external queries.
- Servicing of meetings - arrange/diary meetings, compile agendas, minute meetings and distribute minutes.
- Receive members of the public, contractors and deliveries.
- Manage Petty Cash, submit imprest and cash cheques.
- Provide administrative support for Fire Safety as directed by the area's Fire Safety Enforcement Team (where applicable), including:
 - Support regulatory Fire Safety Audit work
 - Quality assure/support delivery of Fire Safety legal notices including, Alterations, Enforcement and Prohibition Notices receipts, send recorded delivery.
 - Support the production and quality of regulatory letters for posting or creating as a PDF.
 - Assist with CFRMIS support and ensure the CFRMIS user guidance is followed.
 - Support Quality assurance of area CFRMIS use and report into CFRMIS working group via CFRMIS admin SPOC (TBC)
 - Support the transition from paper-based filing systems to digital management systems.
 - Support the referral of complaints and Building Regs into the centralised ICT systems.
- Ensure stationery stocks are maintained, produce Oracle orders, arrange invoice payments and deal with relevant queries.
- Manage Area inboxes.
- Input sickness onto iTrent, ensuring completion of relevant paperwork.
- Check accuracy of watch duty sheets against Gartan rota package.
- Distribution, preparation and acknowledgement of incoming/out-going mail.
- Produce correspondence including those of confidential nature.
- Manage the Education Tracker – arrange school visits, produce letters, liaise with schools and log visits on the tracker.
- Maintain and update filing systems within the Hub, manual and computer based.
- Liaise with relevant departments/Area Headquarters in respect of repairs to buildings and non-operational equipment.
- Advise station personnel on administrative systems/procedures when required.
- Deal with calls in the absence of crews, following Service procedures, ensuring they are dealt with promptly.
- Scribe for Command Debriefs and produce reports.

- Ensure AFO's and AFC's are entered on CFRMIS and produce reports for stations/managers when required.
- Collate/prepare returns ensuring submission by appropriate date to Area/SHQ.
- Source equipment for training on station e.g. scrap cars
- Process monthly returns for Compliments received.
- Assist in the administration to support Service Delivery projects.
- Booking of Community Rooms, prepare documentation and deliver inductions.
- Administration of security fobs at PFI Stations for staff and visitors/contractors along with ensuring information is up to date.
- Maintain up to date list of station disposition.
- Report faults, PFI stations only.
- On Call Station visits – meet with staff if required, general housekeeping, dead filing, Stage 1 Archiving (once per year).
- Provide support/carry out tasks required by the Head of Administrative Support.
- The post holder will be required to provide administrative support at other locations across Lancashire.
- Demonstrate a commitment to personal development and actively participate in the appraisal process.
- Comply with Health and Safety requirements relevant to the workplace and work duties.
- 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 LFRS 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.

Qualifications

- Four GCSE's at Grade C or above (or equivalent), one of which should be English Language

Experience

- Previous office experience

Knowledge, Skills, and Abilities

- Must be able to arrange/diary meetings, compile agendas, minute meetings and distribute minutes.
- Working knowledge of Microsoft Office packages including Word, Excel and Outlook.
- Skill level of word processing/typing at 35wpm
- Good communication skills both verbal and written
- Ability to work on own initiative and unsupervised
- Ability to maintain records with an awareness of confidentiality
- Ability to manage own workload and prioritise accordingly.
- Ability to work as part of a team
- 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

- Knowledge and experience of cash handling

Special Requirements of the Post

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service as detailed in the terms and conditions of the post, see further details.
- It is a requirement of the post that the post holder will be able and be prepared to attend evening and weekend meetings/events as required.

Terms and Conditions

Job Title:

Service Delivery Support Administrator

Responsible To:

Head of Administrative Support

Grade:

Grade 4, Spinal Column Point 9-13, £27,254 – £29,064

Hours:

36.25 hours per week

Location:

Eastern Area Admin Hub, Blackburn Fire Station, Byrom Street, Blackburn BB2 2LE

Car Parking:

Free Car Parking Facilities are available at Blackburn Fire Station

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: 23 days

5-9 years: 28 days

10 years and above: 28 days

Spinal Column Points 14-19

0-5 years: 26 days

5-9 years: 28 days

10 years and above: 29 days

Spinal Column Points 20-36

0-5 years: 28 days

5-9 years: 28 days

10 years and above: 31 days

Spinal Column Point 37 and above

0-5 years: 29 days

5-9 years: 29 days

10 years and above: 32 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.
- Ad Hoc Car User

Car Categorisation

Ad Hoc Car User

Current Category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

(It is also a requirement that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.) Optional

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the "Lancashire Fire and Rescue Service Ad Hoc Car User Scheme".

The vehicle provided must be fit for purpose and meet the following requirements:

- Valid MOT test certificate.
- Maintained in accordance with the manufacturer's recommendations, kept in good condition and be always fully road legal.
- Insured for you to drive on official business journeys.
- It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. (However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.)

Optional

Clearances:

- Satisfactory references
- Occupational Health Assessment
- Standard Disclosure and Barring Service Check

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. (Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority.

Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their act or omissions.) Optional for uniformed grey and green book staff

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.