



Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	Administrative Assistant, Area Safety Offices	POST REF	B1960
DEPARTMENT	Area Safety Offices	DATE	22/2/17
REPORTS TO	Community Safety Manager and Locality Manager	SALARY GRADE	NWFS Grade 03
LOCATION	Various	HOURS PER WEEK	

OVERALL JOB PURPOSE

To maintain and update computerised and hard file records. To provide clerical and typing support in all aspects relevant to the efficiency of the Area office and to be the first point of contact in answering all telephone enquiries.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	Input statistical data on a computer based fire safety records management system (RMS), and run the necessary reports in order to produce statistics.
2.	Select, prepare and provide files and forms for use by fire safety and operational personnel.
3.	Provide full administrative support to community and Business fire safety and operational personnel, including typing, word processing and clerical work.
4.	Assist with the development of work systems within the Area office to improve organisational efficiency.
5.	Maintain the day duty staff rota and annual leave records and Area events diary.
6.	Complete EST7s (record of Grey Book personnel attendance) on behalf of relevant personnel and return to the HR department.
7.	Undertake filing, both manual and electronic.
8.	Check assignments of quarterly stationery and store and reorder when required.
9.	Answer the telephone and undertake reception duties as and when required.
10.	Sort, and prepare incoming and outgoing internal and external mail.
11.	Take, produce and circulate minutes from various Area meetings.

PRINCIPAL DUTIES AND RESPONSIBILITIES

12.	Provide confidential secretarial support on a regular basis for meetings chaired by fire safety officers at various locations and consult with meeting attendees regarding their availability.
13.	The post holder may be required to undertake additional or other duties as necessary to meet the needs of the Service.

SUPERVISORY RESPONSIBILITY

None other than an occasional requirement to supervise students on work experience placements.

FINANCIAL RESPONSIBILITY

None

CONTACTS OUTSIDE OWN SECTION

Fire Safety Department
Secretariat at HQ
Members of the public
Other fire and rescue services and partner authorities.

LANGUAGE REQUIREMENTS

Speaking and listening, level 4 – requires that you can keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS

Basic DBS

MANDATORY TRAINING

None

OTHER

Working indoors within an office environment with occasional requirement to support the delivery of community safety campaigns.

PERSON SPECIFICATION
Assessment for recruitment requirements and competencies

POST TITLE	Administrative Assistant, Area Safety Office
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QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • NVQ level 3 in Administration or equivalent qualification and/or an equivalent amount of proven and relevant administrative experience. • Use of information technology to intermediate level that includes inputting and typing skills at 35 wpm and a sound working knowledge of Microsoft Office.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • Experience in agenda and minute preparation. • Previous experience of working in an office environment.

SKILLS	ESSENTIAL
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> • Proven communication skills, with an ability to deal with enquiries from internal and external parties. • The ability to prioritise work and meet deadlines and respond positively under pressure. • The role also requires applicants to have a proactive self-motivated approach, who can work as part of a team and on their own initiative. • Satisfactory Criminal Records Disclosure – Basic. • Welsh Level 4 – Speaking and Listening – Requires that you can; Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> • None