



JOB DESCRIPTION

JOB TITLE: Senior Administrative Assistant	DIRECTORATE: Risk Reduction UNIT: Technical Fire Safety
POST NO: 1401	GRADE: H10

1. JOB PURPOSE

- 1.1 To provide and be responsible for all round administrative support, to ensure the provision of efficient and effective support to all staff within Technical Fire Safety.

2. BACKGROUND

- 2.1 Avon Fire & Rescue (AFRS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire, with fire stations and office locations in each area. It is a Combined Fire Authority, consisting of Members drawn from the above four authorities.
- 2.2 The Service is organised into Directorates, The Risk Reduction Directorate is comprised of Technical Fire Safety, Children and Young persons, Vulnerable adults and community safety team.
- 2.3 The provision of administrative support to the Risk Reduction and Operations Response Directorates is managed and co-ordinated by the Area Manager (Admin & Resources). Consequently support staff and resources are allocated to the Directorates according to Service needs, priorities and deadlines, to ensure an overall efficient and effective support service to both Directorates. To this end, they have common administrative procedures and processes to aid staff flexibility and efficient working.

3. PRINCIPAL ACCOUNTABILITIES

- 3.1 Responsible for providing an efficient and effective administrative support to the Technical Fire Safety Manager and their staff, whilst supplying information to other Units as required, to enable them to achieve customer requirements, Unit and corporate objectives and targets on time and to the required standard. Provide admin support to Community safety when required.
- 3.2 Responsible for administration of sensitive and confidential materials relating to potential prosecutions conducted by TFS in relation to the Fire Safety Order 2005. This involves supporting the services Disclosure Officer with providing the relevant accurate information.
- 3.3 Liaise with the Technical Fire Safety Manager and their staff to ensure administrative support continues to meet their requirements and is to the required standard and on time.
- 3.4 Initiate and inspire a continual process of improvement and development within the administrative processes of Technical Fire Safety, to improve efficiency, customer satisfaction and to meet emerging and future needs. Advise the Station Manager of Technical Fire Safety of any proposed improvements and new or emerging requirements for the Technical Fire Safety Team.
- 3.5 Responsible for the day-to-day operation of all Technical Fire Safety administrative

procedures and systems. This includes management of the services Unwanted Fire Signals Policy (UwFS) ensuring the 4 levels within the policy are adhered to and followed. Providing reports and returns to the Technical Fire Safety Manager.

- 3.6 Allocate Operational Fire safety checks to crews. Booking direct in station diaries and liaising with members of the public to arrange inspections. Allocate complaints to Fire Safety Officers utilising their diaries and managing their workload.
- 3.7 Responsible for ensuring the placing of orders for equipment and supplies on behalf of Technical Fire Safety, as required, and checking/recording deliveries. Act as a first point of contact on premises matters, liaising with the Property Services Unit as necessary.
- 3.8 Undertake all administrative procedures associated with:
 - the Regulatory Reform (Fire Safety) Order 2005
 - Enforcement policy and procedures, including safe storage and recording of evidence, and production of bundles of evidence pending possible prosecutions.
 - the re-inspection of premises that fall under the “Agency Work” umbrella (e.g. Public Entertainments Licences)
 - Maintaining a Public Register on, and issuing, Prohibition/Improvement Notices under the Health & Safety at Work etc Act 1974.
- 3.9 Contribute towards the implementation and development of administrative systems, including computerised systems, developing and revising where necessary to improve efficiency and ensure the timely provision of relevant information. Training on the use of CFRMIS to new Staff and existing staff when systems are upgraded.
- 3.10 Co-ordinate and maintain statistical records, producing management information reports as requested, ensuring timely and accurate compilation of data for internal and external reports, including CLG and Best Value Returns.
- 3.11 Participate in project teams as required. Collate and write up findings as required.

General

- 3.12 Ensure you maintain an awareness of Health and Safety Regulations in relation to duties and tasks being undertaken and report any situations or incidents which could be considered hazardous. Conduct workplace health and safety risk assessments. All employees have a responsibility for their own safety and must not endanger that of colleagues/visitors in the workplace or the public.
- 3.13 Ensure that, both in your dealings with other employees and with members of the public, you adhere to the principles and standards outlined in the Equality and Fairness Policy. You are responsible for making your supervisor aware of literature, language or behaviour that offends against that policy and the dignity of personnel.
- 3.14 Ensure that you perform all duties in accordance with the principles and requirements of Data Protection legislation.
- 3.15 Carry out such other duties as may reasonably be required in relation to a post of this nature, without prejudice to the right to seek a re-evaluation of the post.
- 3.16 This Job Description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out.

4. QUALIFICATIONS & EXPERIENCE

Essential

- Able to demonstrate a standard of written English and arithmetic equivalent to GCSE passes at Grade C or above, with sound general administrative experience.
- Computer literate with good keyboard skills and a working knowledge of Microsoft

Office Systems, including Word, Excel and Access applications (particularly spreadsheets and preferably some experience of Visio and MS Project).

- Experience of setting up or reviewing admin procedures
- Able to prioritise, work to deadlines and manage time effectively without supervision.
- An ability to work under pressure, using your own initiative, combined with an efficient, methodical approach.
- Able to work flexibly and collaboratively with other staff to meet customer requirements and Unit objectives.
- You should possess a current driving licence.
- An ability to communicate effectively with AFRS employees and members of the public with regards to general, and fire safety enquiries.
- An ability to be able to take accurate and precise notes in relation to general technical fire safety enquiries.
- Able to maintain computerised and manual record systems.

Advantageous

- A working knowledge of the Service.

5. SUPERVISION AND WORK PLANNING

- 5.1 You need to work on your own initiative in providing an administrative support service to the Technical Fire Safety Department, under the overall direction and co-ordination of the Station Manager of Technical Fire Safety.
- 5.2 You will primarily provide support to the Technical Fire Safety Team prioritising work, as determined by the Technical Fire Safety Manager. You are expected to use your own initiative and to manage your own time, and workload, on a day to day basis, referring situations that cannot be resolved to your Line Manager.
- 5.3 You may be required to provide administrative cover during absences i.e. annual leave across the directorate or wherever deemed appropriate.

6. SCOPE FOR IMPACT

- 6.1 You play a key role in ensuring resources are available to meet workload demands, thereby assisting the uniformed personnel in Risk Reduction/Ops Response to achieve their objectives. Accuracy and completeness are essential, particularly where the Service is enforcing action under legislative requirements.
- 6.2 You ensure that office-based procedures and systems within Technical Fire Safety are retained in the defined standard Service format, in order to maintain consistency and to facilitate the development of corporate working practices and inter-changeability of staff between offices.

7. SPECIAL NOTES OR CONDITIONS (IF APPLICABLE)

- 7.1 Although this post is based at a specific location, there may be times when in the interests of the efficiency of the Service, you are required to work from a different workbase. This could be a short-term, long-term, or permanent requirement.

<i>For the use of the HR Unit only:</i> Date approved: 22 nd June 2016 Date effective: 20 th May 2016	<i>To be signed by postholder:</i> Received: Date:
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