

Service Document Standard Form:**Role Profile**

Public Safety Administrator

Linked documents: Job Evaluation Guidance Note

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ROLE DETAILS:

Role Title:	Public Safety Administrator
Grade:	E
Service area:	Across both Prevention and Protection Directorates
Responsible to:	Administration Support Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To provide a high standard of administrative support to assist in the efficient and effective running of the public safety administration service which in turn supports the work of the Prevention and Protection Directorates.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): N/A

Staff responsibilities (direct or non-direct): N/A

Any other statistical data: N/A

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- To provide administrative assistance to the Watch and Station Commanders and Group Managers including the production of all appropriate correspondence
- To provide support to the various projects within the departments
- To update the various systems used within the department and provide reports as required
- To support Prevention and Protection teams by providing the appropriate administration as and when required
- To provide administrative assistance as and when required to other directorates within the Service, as directed by the line manager
- To receive and distribute to the appropriate person all incoming post and emails
- To organise outgoing post including differentiating and dealing with internal and

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- external post appropriately
- To undertake photocopying and filing as required
- To purchase, order and control consumables and stationery on behalf of stations and departments
- To handle telephone and general enquiries to the departments/areas. This will include greeting and looking after visitors, transferring callers and taking messages where necessary
- To take minutes at internal and external meetings, circulate minutes, maintain action logs and send reminders when appropriate
- To maintain appropriate records, raise purchase requisitions through the Integra Finance system and liaise with the Finance Department to clarify queries
- To assist in the updating of department/station plans and the production of reports as appropriate
- To provide cover on behalf of Administrators within Public Safety during periods of absence as is reasonably required from time to time

DECISION MAKING:

Make decisions:

To highlight and escalate emerging issues within own area of work.

Significant say in decisions: N/A

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

Contact with operational staff across the Service to assist with the handling of queries, booking of appointments and processing orders. To liaise with colleagues within the Prevention and Protection Directorates whilst providing admin support.

External:

Contact with members of the public and Service partner agencies to assist with the handling of queries and processing requests for Fire & Wellness visits.

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PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Service's aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- A sound general level of educational achievement

Experience:

- Proven office/administration experience

Knowledge and Skills:

- Good knowledge of Microsoft packages which include Outlook, Excel and Word
- Computer literate with good keyboard and data input skills
- Ability to work to time sensitive timelines with attention to detail
- Excellent communication skills
- Ability to work within a team and to interact with individuals

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- Works on own initiative and without direct supervision
- Minute taking
- Basic numerical skills
- Able to prioritise tasks
- Excellent telephone manner

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.