

Service Document Standard Form:

Role Profile

Administration Support Manager

Linked documents: *Job Evaluation Guidance Note*



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ROLE DETAILS:

Role Title:	Administration Support Manager
Grade:	H
Service area:	Prevention, Response and Resilience Protection, Assurance and Development
Responsible to:	Head of Prevention, Response and Resilience

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

To oversee and manage the effective and efficient running of the Service Administration Support Team, to assist and manage employees on a day-to-day basis to meet Service delivery expectations.

To ensure that the Service's Premises Risk Management Systems is managed and maintained efficiently and effectively.

To support the Heads of Service (Area Managers) in completing the agreed strategic objectives of the Service.

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

Financial (direct or non-direct):

- Budget holder for Administration Support Team cost centre on the finance system. To manage staff budgets, entering forecasts and approving requisitions
- Contribute to the preparation and management of budgets associated with the post
- Maintain appropriate records and support managers in monitoring Public Safety budgets where required, liaising with Finance to clarify queries

Staff responsibilities (direct or non-direct):

- To manage the Administration Support Team to ensure appropriate support to the Area Commanders, Group Commanders and Stations Commanders within the Prevention, Response and Resilience and Protection, Assurance and Development departments is maintained

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Any other statistical data:

- To be able to utilise data from established systems and provide reports in a useable format

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

- Manage the Administration Support Team (team of nine), ensuring the efficiency and effectiveness of the Prevention, Response and Resilience, and the Protection, Assurance and Development departments
- Provide administrative support as directed by the Heads of Service for Prevention, Response and Resilience and Protection, Assurance and Organisational Development to assist in the effective running of the Service
- Responsible for the administration and booking of Prevention referrals from other agencies onto Premises Risk Management System (PRMS) and adding proactive visit data to dashboards on PRMS
- Responsible for the administration of Protection referrals and providing supporting letters and data reports from PRMS
- Responsible for administration of Site Specific Risk Assessment referrals onto PRMS
- Responsible for administration of customer satisfaction surveys
- Responsible for the management of the administrative aspects of Protection, Prevention and Response within PRMS
- Coordinate the management and future development of the Service's Premises Risk Management System(s)
- Manage all work streams into the department and ensure all work is suitably and fairly delegated to the appropriate team member
- Provide support for HMICFRS inspections as required
- Responsible for administration of end of life vehicles (EOLV)
- Responsible for administration of station level purchase orders
- Update and maintain such records as are necessary across all supported services to ensure that key performance indicators (KPI's) can be maintained and produced as required for monitoring and reporting purposes
- Provide vision and leadership to the Administration Support Team, providing day to day guidance on work priorities, progress, problem resolution and to be accountable for the performance of the team
- Through the appraisal process, carry out objective settings and end of year appraisals. Manage any identified training needs and identify development opportunities where appropriate
- Continuously review and improve performance with direct reports, ensuring the team are competent to perform in their roles and work in a proactive manner
- Ensure the team are competent and maintain currency and competence in order to

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perform the duties and responsibilities of their posts and comply with statutory requirements

- Ensure that the performance of the Administration Support Team is regularly reviewed, and action taken to meet development needs. Ensure underperformance is managed in accordance with Service policies and procedures and the requirements of terms and conditions of service
- To liaise with other departments on behalf of the administration function to ensure efficient service delivery

DECISION MAKING:

Make decisions:

The post-holder will make day to day decisions on administration support issues and will prioritise according to Service objectives.

Significant say in decisions:

To continually review the support service provided and make recommendations as appropriate to the Senior Management Team (SMT) for consideration.

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

Internal:

At all levels across the Service up to and including senior managers particularly within geographical area of responsibility

Most frequent contact will be with administrators across the Service and senior operational managers. This is necessary to ensure good two-way communications on all aspects of administration support and premises risk management.

External:

- Emergency Services
- Local authorities
- Professional service providers
- Contractors
- General public

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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 good general level of educational achievement as a minimum GCSE qualifications at C or above / levels 4 -9 or equivalent in Maths and English
- IOSH (or willingness to work towards)
- Full UK valid Driving Licence

Experience:

- Proven office / administration experience
- Experience of managing individuals, including conducting reviews of function
- Experience of budget management and administration

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Skills:

- Computer literate or ability to use IT applications in a wide range of applications
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Excellent communication skills
- Excellent customer service skills
- Able to work on own initiative and without direct supervision confidentially
- Able to prioritise workloads
- Ability to work to time sensitive deadlines with attention to detail
- Ability to influence and persuade when required
- Ability to delegate tasks to team members, to monitor workloads and provide support when required
- Ability to create a positive working environment that encourages and identifies good work practices

Knowledge:

- To maintain a good knowledge of all role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins and external publications
- Awareness of equality, diversity and inclusion issues, together with a commitment to ensuring appropriate policies and procedures are implemented in the context of the duties and responsibilities associated with the role

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.