

Service Document Standard Form:

Role Profile

Operational Support Administrator

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Operational Support Administrator
Grade:	Scale B
Service area:	Service Improvement
Responsible to:	Operational Support Manager

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

To provide proactive, high-quality administrative support as part of a flexible team, helping the function provide great customer experience and meet organisational objectives.

The post holder will be expected to work flexible across a range of priorities, adapting to organisational needs as they arise. They will deliver their responsibility with diligence and attention to detail. Ensuring a consistent professional standard of service and representing the Service at all times.

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

Financial (direct or non-direct): Financial consideration to be given when raising purchasing orders

Staff responsibilities (direct or non-direct): No direct staff responsibilities but will be required to work with staff across all levels

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

- Update the Premises Risk Management system (PRMS) including
 - Triaging Prevention referrals, scheduling and confirming visits, updating outcomes and action
 - Protection activity
 - Site Specific Risk visits
 - Reporting
- Handle sensitive interactions with members of the public, in a professional and empathetic manner.

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- Act as an initial point of contact for risk-based referrals, ensuring cases are processed and escalated in line with agreed procedures.
- Maintain a high level of accuracy and judgement in processing PRMS, recognising that actions may be subject to scrutiny through serious incident review processes.
- Support Prevention and Protection teams by providing the appropriate administration as and when required
- Purchase, order and control consumables and stationery on behalf of stations and departments
- Take minutes at operational internal and external meetings, circulate minutes, maintain action logs and send reminders when appropriate
- Maintain appropriate records, raise purchase requisitions through the Integra Finance system and liaise with the Finance Department to clarify queries
- Assist in the updating of department/station plans and the production of reports as appropriate
- Publish incident information to our website to support keeping the public updated
- Handle telephone and general enquiries to the service/departments. This will include greeting and looking after visitors, transferring callers and taking messages where necessary
- Manage and co-ordinate the relevant inboxes
- Maintain security by following procedures, monitoring visitor logbooks, issuing visitors badges and arranging collection from reception
- Update the Service's electronic access control system as required
- Manage the internal meeting room booking system
- Receive, sort, and distribute incoming mail and packages; prepare and log outgoing post (including Royal Mail processes)
- Provide support to the various projects within the departments
- Provide administrative assistance as and when required to other directorates within the Service, as directed by the line manager

DECISION MAKING:

Make decisions:

- Resolve issues where possible within the direction set out by policy, procedure or line management and escalate emerging issues appropriately.

Significant say in decisions:

- To suggest improvements to working practices, systems to personal and organisational performance

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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 various directorates whilst providing operational admin support

External:

- Members of the public
- Visitors
- Partner agencies
- Suppliers
- Delivery services

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- 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
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- 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

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Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria

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

Qualifications & Training:

- Minimum of two GCSEs (or equivalent) including grade 4 (c) Maths and English
- Level 2 Safeguarding (or willingness to work towards)

Experience:

- Proven office / administration experience
- Experience of working within a dynamic and at times demanding environment whilst maintaining attention to detail

Skills & Knowledge:

- Computer literate or ability to use IT applications in a wide range of application
- Ability to work under pressure with time sensitive deadlines whilst maintaining attention to detail
- Excellent communication, presentation and customer service skills
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Able to work on own initiative and without direct supervision confidentially
- Able to take minutes and place into required format
- Excellent organisational and time management skills
- Possess high levels of integrity, honesty, reliability and confidentiality
- Able to prioritise tasks
- Excellent telephone manner
- Good research and analytical skills

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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 objectives, 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.