

Job Description

For Secretarial Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Personal Assistant/Office Manager to Chief Fire Officer	JEID	SE003
Salary Grade:	Grade I		
Team:	Executive Support Team		
Service Area:	Warwickshire Fire & Rescue Service		
Primary Location:	Service HQ, Warwick Street, Leamington Spa. CV32 5LH		
Political Restriction	This position is not politically restricted.		
Responsible to:	Chief Fire Officer		
Responsible for:	A team of three Personal Assistants who form the Executive Support Team		

Role Purpose

As the Personal Assistant and Officer Manager to the Chief Fire Officer, you will be working in a fast paced and changing environment providing support in the full context of the duties outlined below. You will also be responsible for leading a team of PAs who support the wider Fire Leadership Team. This role will involve building effective relationships with internal colleagues and a range of external stakeholders including liaison with the national fire sector, to provide proactive and effective support to the Chief Fire Officer.

Role Responsibilities

In addition to the main tasks of the role, the postholder will:

- Provide primary PA support services to the Chief Fire Officer and ensure that high-calibre support is provided to all members of the Fire Leadership Team.
- Produce high quality documents, briefing papers, reports and presentations.
- Carry out research and provide findings for key reports and documents to assist in the production and delivery of critical work.
- Build effective working relationships with internal colleagues and members and a range of external partners and stakeholders including the national fire sector.
- To manage the Executive Support team, driving and motivating high performance.
- Management of meeting structure within WFRS including organisation, coordination and minuting of strategic level meetings and ensuring the preparedness of the Chief Fire Officer.

Effective cost centre management of relevant budgets

Management of executive accommodation to include office equipment and furniture, health and safety, data protection and file management.

Responsibility for event management on behalf of the Chief Fire Officer.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	PA / Office Manager – Level 3
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Main Tasks

- To ensure the management of office support and incoming enquiries, including taking independent action where appropriate to resolve administrative matters and those not requiring specialist expertise.
- To provide direct support in handling and management of e-mail and written correspondence incoming to the office of the relevant manager.
- To be responsible for diary management ensuring liaison with all relevant parties to organise meetings and schedules effectively.
- To provide full secretarial support in relation to the production of correspondence and records, including word processing, electronic and manual filing systems, dictation, production of agendas and taking informal notes/minutes of meetings etc.
- To ensure the courteous, effective and efficient organisation of and support to visitors, including ensuring booking of rooms and refreshments as necessary.
- To maximise the use of ICT in order to enhance the efficiency and quality of support and service provision, e.g. use of relevant databases and the full range of software to the level of a standard user.
- To ensure compliance with all relevant financial procedures, including responsibility for the monitoring of budgets, authorisation of small amounts from agreed budgets and ensuring that other items of expenditure are properly accounted for..
- To ensure the effective management of office routines and systems within the Secretariat, developing and instituting changes as necessary.
- To take personal responsibility for ensuring the resolution of a wide range of enquiries including those from elected members and external sources.
- To develop, manage and ensure the effective maintenance of electronic and manual filing and record keeping systems.
- To be responsible for the supervision and management of a team of secretarial and administrative support staff providing a range of administrative services and including recruitment, performance management and organisation of work across the full range of activities.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Relevant degree or other qualification to NVQ Level 4 or a minimum of 3 years experience within specialist discipline.	A/I
To be able to independently interpret and analyse information and facts to solve varied problems	A/I/T
The ability to communicate complicated or sensitive information with varied audiences in person and/or writing	A/I
Experience of a range of Office systems including the ability to use a keyboard with a high level of precision and speed	A/I
The ability to make frequent decisions and exercise initiative independently to fulfil the requirements of the role	A/I/T
The ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.	A/I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A/I
Experience of supervising and managing a small team including undertaking formal appraisal	A/I
Ability to supervise a small team, including work allocation, monitoring performance management and support	A/I
Experience of monitoring financial accounts including the ability to independently manage a budget	A/I
Experience of handling and processing manual or computerised information.	A/I

Desirable Criteria

Assessed By:

Previous experience of Microsoft 365 applications	A/I
Previous experience of a similar role within a local authority environment	A/I
Previous experience of meeting management processes	A/I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These

are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input checked="" type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	