

Job Description

For Non-Streamlined 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:	Support Officer – Fire Protection	JEID	K0100
Salary Grade:	F		
Team:	Fire Protection		
Service Area:	Fire and Rescue		
Primary Location:	WFRS Service HQ, Warwick Street, Leamington Spa		
Political Restriction	This position is not politically restricted		
Responsible to:	Fire Protection Department Manager		
Responsible for:	N/A		

Role Purpose

<p>The Fire Protection Team has the responsibility to reduce the risk and impact of fire upon communities, businesses, heritage sites and our environment whilst safeguarding Firefighters who respond to incidents involving them.</p> <p>Warwickshire Fire and Rescue Service has a statutory duty for enforcing The Regulatory Reform (Fire Safety) Order 2005 in most premises across Warwickshire as well as Section 19 of the Health and Safety at Work Act 1974 and several other pieces of legislation that relates to Fire Safety.</p> <ul style="list-style-type: none">• To be an integral part of the team enforcing Fire Safety Legislation and support community safety• To be the conduit for up to date management information and workstreams for the teams• Guardian of the data systems• Provide administrative and operational support to key areas of the Service

Role Responsibilities

- To be responsible for delivering a range of efficient administrative processes and procedures in order to support the operation of the service area.
- To be the first point of contact during office hours providing an effective customer response service for Fire Safety enquires or calls relating to potential breaches of the RRFSO 2005 taking independent decisions to allocate the work to the appropriate officer/s.
- To allocate work packages daily to the appropriate Officers and provide the final check and validation for this work on completion.
- To assist in the creation of the risk-based inspection programme and manage the workload allocation and final validation for the Officers.
- To undertake research and information gathering activities from a variety of sources to provide regular management information data and upon requested.
- Creatively utilise a variety of analytical techniques to build reports.
- To undertake a range of financial administrative tasks at team level in accordance with relevant procedures. Which includes raising, checking and accounting for the accuracy, coding, certification and authorisation of invoices, including use of the financial systems, Procurement Card and communicating with suppliers/external bodies.
- To maintain a range of complex data accurately and securely and retrieve data in a timely manner.
- To organise meetings and events in liaison with other relevant officers and outside agencies/bodies and take minutes/notes as required.
- To support the efficient operation and provision of all office services and equipment.
- To be a Superuser for the bespoke internal ITC systems providing support to Service colleagues including setting up new starters; process leavers; cleansing data; updating fields; adjusting parameters within the system, Initial training; support and where necessary educate etc.
- To be responsible for developing and managing a range of effective admin processes and procedures in order to support the operation of the department.
- To undertake database management.
- To undertake personal health and safety responsibilities under the Health and Safety at Work Act 1974.
- To ensure that all activities are operated in accordance with equal opportunities legislation and Warwickshire County Council's Equal Opportunities policy.
- Any other duties commensurate with the nature of the post.

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:

To have a broad range of practical and procedural knowledge of office administration or to hold a relevant qualification at NVQ Level 3 or equivalent	A, I, D
To be able to independently interpret and analyse information and facts to solve varied problems, with a good eye for detail.	A, I, T
Good working knowledge of applications of a range of software packages (e.g. Microsoft Access, Excel, Word, Email etc) to facilitate the recording, collation and analysis of data	A, I, T
Experience in database management	A, I
To be able to communicate in person and in writing a variety of information to a range of people, adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information	A, I, T
Experience of handling and responding to enquiries from the public.	A, I
To be able to use a keyboard with precision and speed	A, I, T
Experience of handling and processing manual or computerised information	A, I
The ability to use own initiative to respond independently to difficult problems and unexpected situations	A, I
Good organisational skills with the ability to, prioritise work, work under pressure including meeting deadlines and deal with interruptions.	A, I
To be able to independently prioritise, allocate and validate work packages to others	A, I
To be able to work as part of a team and on your own initiative	A, I
Ability to cope in situations where there is an emotional demand arising from the work being undertaken.	A, I
Experience of financial processes.	A, I
Experience of flexibility in approach within a changing environment	A, I
Demonstrate a willingness to learn new skills	A, I

Assessed By:

Desirable Criteria

Previous experience of working within a regulatory authority	A, I
Experience of organising events	A, I
A working knowledge of Crystal Reporting or other similar reporting systems.	A, I
Experience of creating complex spreadsheets with Excel or other spreadsheet software including significant formulas, the use of Visual Basic for Applications (VBA) or hold a relevant qualification that meets this.	A, I, D

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 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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	