

Job Description

For Business Support 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:	Senior Business Support Officer	JEID	M0257
Salary Grade:	Grade G		
Team:	Warwickshire Fire and Rescue Service		
Service Area:			
Primary Location:	WFRS Headquarters, Warwick Street, Leamington Spa, CV32 5LH		
Political Restriction	This position is not politically restricted.		
Responsible to:	PA to the Chief Fire Officer		
Responsible for:			

Role Purpose

This role is part of Warwickshire Fire and Rescue Service delivering high quality, professional, effective, flexible and responsive support to the Fire Leadership Team.
You will work proactively, looking for new way of working and contributing to the outcomes of the Service you are supporting.

Role Responsibilities

As a Senior Business Support Officer, you will be responsible for the effective delivery of a range of complex business support activities as directed by the Fire Leadership Team of the Chief Fire Officer, Assistance Chief Fire Officers and Area Managers in liaison with relevant Operational and Service Managers.

These may include:

- Complex finance business support activity
- Complex IT and system support
- Office management
- Assisting the Fire Leadership Team in work planning and coordination of activities
- Arranging and supporting complex meetings and panels
- Arranging and supporting conferences, training and events
- Typing and document production
- Data input and interrogation
- Document management and retrieval
- Scanning, copying and printing
- Customer liaison
- Facilities support
- Team and colleague support (e.g. diary management)
- Supervision of the Senior (Level 4) rota management (Fire Service Rota)
- Loggist duties in the WFRS Emergency Operations Room when required (this may be out of core hours)
- Providing support to FLT members in various locations/departments/stations as and when required

This list is not exhaustive but gives a general outline of the types of activities that fall within the definition of Business Support. This role will deliver the more complex requirements of Business Support.

As a Senior Business Support Officer, you will demonstrate excellent customer service at all times, interacting sensitively, professionally and maintaining confidentiality with both colleagues as well as customers.

You will contribute and assist the Fire Leadership Team with identifying and implementing system and process improvements on a routine basis.

You will work proactively as part of a team, supporting that team to work effectively and efficiently, and assisting colleagues as required.

You will be committed to your personal and career development and willing to undertake further training as necessary.

You will work flexibly to meet the needs of the business, supporting the workforce in line with modern and flexible working arrangements.

You will work within the framework of Warwickshire County Council's policies and procedures and uphold the principles of the Equality Act.

You will ensure that health and safety responsibilities are carried out in accordance with the Council's Health and Safety policy and procedures.

You will undertake as necessary any other duties that may be required by Warwickshire County Council.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks the 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:	Senior Business Support Officer
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Main Tasks

To carry out complex administrative systems and procedures that support the operation of the service area:

- To operate complex administrative systems and procedures within the team that specifically support the operation of the service area
- To organise/administer meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required
- To undertake research and information gathering activities, including liaising with other relevant officers and outside agencies and bodies
- To be responsible for diary management ensuring liaison with all relevant parties to organise meetings and schedules effectively.
- To support the PA to the CFO with the coordination and allocation of work within the team
- To undertake complex ICT support
- To undertake complex finance business support duties in accordance with approved procedures
- To ensure the courteous, effective and efficient organisation of and support to visitors, including ensuring booking of rooms and refreshments as necessary
- To send out difficult communications, issue reminders and chase responses
- To undertake a range of complex tasks specific to the service area, prioritising them as directed and working within approved procedures
- To collate, record store and retrieve data and information as required
- To be responsible for the day to day supervision of one or more clerical staff
- To liaise with WCC departments to provide information
- To support members of the Fire Leadership Team with departmental and station visits which may involve travel and working from various locations when required
- To provide supervision of the Senior (Level 4) rota management (Fire Service Rota)
- To provide loggist duties in the WFRS Emergency Operations Room when required (may be out of core hours)
- To provide leave cover for the PA to the Chief Fire Officer

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:

High level of literacy and numeracy skills	A, I, T
To be able to communicate, in person and/or in writing, a range of information to a number of people	A, I, T

To be able to use a keyboard with precision and speed	A, I, T
The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I, T
Have attention to detail and be able to produce accurate and verified work	A, I, T
Experience of handling and processing a substantial amount of manual or computerised information	A, I,
Experience of using a variety of windows based computer systems eg word, excel and if applicable, client database systems	A, I, T
The ability to minute take and process all documentation arising from these meetings	A, I, T
To be able to use judgement to interpret information and solve straightforward problems	A, I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken.	A, I

Desirable Criteria

Assessed By:

Experience of developing and maintaining administrative systems	A
Ability to apply set procedures, compose routine correspondence and have good attention to detail	T
Awareness of equality and diversity issues	I
Flexible and motivated team member	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 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 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):	