

Job Description

For Administrative 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:	Training Support Administrator (Admin Officer)	JEID	AD001
Salary Grade:	Grade E		
Team:	Training & Development (TADC)		
Service Area:	Fire & Rescue (WFRS)		
Primary Location:	Kingsbury Training & Development Centre (TADC), Bodymoor Heath		
Political Restriction	This position is not politically restricted.		
Responsible to:	Administration Manager		
Responsible for:	N/A		

Role Purpose

To work as an efficient and effective member of the training and development team and ensure the smooth running of internal processes and facilitation of courses working towards increased operational and non-operational staff competence and safety.

Role Responsibilities

- Booking delegates onto courses and issuing joining instructions
- Confirm course bookings internally and with external providers and ensuring venue availability
- Maintaining the Redkite course management system
- Support the admin processes and systems associated with Driver Training courses
- Collection and maintenance of statistical information
- Issuing and processing evaluation feedback (TNG18), creating reports as required
- Ensuring where appropriate that courses are mapped on Redkite PDS
- Acting as point of contact for all course queries
- Arranging course accommodation and catering
- Booking venues, vehicles and rooms for training
- Provide assistance to other members of the TADC administration team as and when required e.g. to cover annual leave etc.
- Assist the TADC management team in producing the annual training prospectus.

- Provide support with the monthly KPI data process - running reports and data analysis
- Providing support to the annual IFE Examinations process
- Liaising with course directors and other training providers
- Issuing pre course learning and checking completion of CBTs
- Ordering of supplies for the centre and any course requirements
- Processing and issuing certificates to students
- Writing emails, filing, scanning and managing document retention in accordance with regulations
- Answering the telephone and greeting visitors to TADC - general reception duties
- Financial responsibilities e.g. raising orders, processing invoices, purchase card admin

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:	Administrator – Level 1
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Main Tasks

- To operate routine administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To receive, sort and distribute incoming/outgoing mail.
- To provide a frontline customer response service and resolve basic queries.
- To send out routine communications, issue reminders and chase responses.
- To undertake a range of routine tasks specific to the service area, prioritising them as directed and working within approved procedures.
- To undertake routine financial processes including checking stock level and raising orders/requisitions in accordance with approved procedures.
- To check and look after office equipment bringing any issues to the attention of the supervisor.
- To collate, record, store and retrieve data and information as required.

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:

Good literacy and numeracy skills	A/T
To be able to analyse and interpret factual information to solve straightforward problems	A/T
To be able to communicate, in person and/or in writing, a variety of information to a range of people	A/I/T
To be able to use a keyboard with some precision and speed	A/T
The ability to work under pressure including meeting deadlines and dealing with interruptions	A/I
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	A/I
Experience of handling and processing manual or computerised information	A/I/T

Desirable Criteria

Assessed By:

To competently use management information systems	A/I
To competently use bespoke software packages to purchase items, produce reports, updates in an appropriate format	A/I
Awareness of Fire and Rescue structures, working patterns and practises	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 type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	