



Job Description

Job title	Fire Protection Team Administrator
Post number	331800097
Grade	Grade F (matched against an Administrator 1 – Job Family)

Overall purpose of the job

To provide administrative support to the Community Fire Protection Department contributing to the efficient use of resources, assisting in discharging the authority's statutory duty under fire safety legislation, both through enforcement action and through provision of fire safety advice and guidance to local authorities, business, commerce, the public and to professional and other regulatory bodies.

Main accountabilities

Main accountabilities	
1.	Responsibility for managing the Information systems, ensuring that they meet service standards and support efficient service delivery and providing managers with regular reports and statistics as requested. Will also ensure accurate maintenance of a wide range of manual and computerised records, this will include updating the department database in order to ensure the consistency and quality of information held.
2.	Assisting the Protection Team Leader by contributing to the formulation and promulgation of Protection Standard Operating Procedures and guidance.
3.	Complying with all current service policies for standards of service delivery especially when representing the Service either publicly or corporately and ensure as far as is reasonable that other members of the Service comply with the same policies.
4.	Deal with a wide range of queries and correspondence from various sources, respond appropriately and provide a point of contact for service user feedback to meet service standards.
5.	Plan, co-ordinate and implement personnel diaries as well as that of fire protection officers, which will include booking inspections and meetings to ensure that business is completed within service standards and meets business requirements.
6.	As and when required work on general implementation of projects as identified by the Protection Team Leader to meet service delivery requirements
7.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8.	Maintain and build good working relationships with colleagues and service users to deliver the service required.
9.	Co-ordinate the provision of stocks of resources and office supplies to minimise waste and maintain the effective operation of the service area.

Safeguarding commitment. We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.



Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications required	Subject	Essential/ Desirable
NVQ Level 2 or equivalent qualification and/or an equivalent amount of proven and relevant administrative experience	Business Administration	Essential
NVQ Level 3 or equivalent qualification	Business Administration	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Knowledge and understanding of Databases and MS Office	Use of information technology to an intermediate level that includes the use of databases, inputting data, typing skills and a good working knowledge of Microsoft Office	Essential
Knowledge of General Data Protection Regulations	Appropriate level of data protection, security and confidentiality awareness.	Essential
Understanding of the Equality Act	Understanding of corporate equality standards and diversity issues and impact in immediate work and service area	Essential
Fire Protection / Prevention Awareness	To understand the differences between fire prevention in domestic properties and fire protection in premises where the Regulatory Reform (Fire Safety) Order applies	Desirable
Skills		
External and partner communication	Ability to liaise and work with fire protection officers, internal and external partners including negotiating and arranging visits audits.	Essential
Excellent communication skills	Demonstrable written, oral and presentational communication skills with the ability and confidence to communicate effectively with a range of people, including handling enquiries from the general public, partner agencies and when dealing with staff at all levels within the Service	Essential
Business Administration skills	Ability to carry out administration tasks using IT Microsoft programs such as Word to generate letters and forms and Excel to manipulate spreadsheets and report on data	Essential
Assertiveness and discretion	Ability to have assertive conversations when required and to be discrete when customers have disclosed sensitive information	Essential



Self-starter, able to work on own initiative	The ability to work as part of a team or alone using own initiative, prioritising work depending upon the service need. Pro-active in delivery of own workload, able to complete tasks without supervision and contribute to the goals of others	Essential
Ability to travel throughout the county to carry out the requirements of the post	Has a valid UK driving licence in order to drive across Northamptonshire to fulfil the requirements of the post.	Desirable
Prioritise work according to risk and customer expectations	Can react to incoming work and prioritises own workload and sometimes that of others according to level of risk and organisational need, whilst ensuring that customer and partner expectations are effectively met	Essential
Database skills	Ability to use databases to input accurate information in a timely way, interrogate records and run basic reports	Essential
Ability to work outside of normal office hours to meet the needs of the service	Able to work flexibly with customers who may occasionally require visits outside of normal core office hours and to occasionally attend community events to promote home safety.	Essential
Experience		
Experience of working in a reactive office	Proven experience of working within a reactive office environment responding to and prioritising unplanned workloads alongside scheduled tasks, also preparing meeting agendas, minute taking and report writing	Essential
Experience of handling sensitive information	Experience of gathering and handling sensitive information and building rapport and empathy with vulnerable customers	
Experience of handling sensitive information	Previous experience of working in a confidential office environment	Desirable
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. Commitment to Northamptonshire Fire and Rescue Service's Core Values	Essential
Safeguarding	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced with Police Vetting NPPV level 2	Enhanced with barred list checks



Work type

What work type does this role fit into?	Fixed	Flexible
	Field	Home