

WEST YORKSHIRE FIRE & RESCUE AUTHORITY

JOB DESCRIPTION

POST TITLE:	Corporate Services Administrator.
GRADE:	Grade 2.
RESPONSIBLE TO:	Corporate Services Assistant.
PURPOSE OF POST:	To provide a comprehensive office administration service to the Corporate Services department including the provision of information on the Corporate Services Intranet site, procurement and managing budget requirements and dealing with confidential information.

MAIN DUTIES AND RESPONSIBILITIES.

First Area:

1. Responsible for all office administration within Corporate Services department.
2. Assist the Corporate Services Assistant in day-to-day work and provide cover during absence.
3. Create databases, produce, and maintain accurate data using Excel, Access and Sharepoint.
4. Participate in the production of information i.e., draft reports etc as required.
5. Prepare Powerpoint presentations on behalf of Corporate Services functions.
6. Carry out research on various issues and compile appropriate information.
7. Produce management information reports in graphical and numerical format from database to spreadsheet systems.
8. Ensure accurate maintenance of departmental records by use of databases, sharepoint, electronic and manual filing systems.
9. Undertake administration duties including word processing, creation of spreadsheets, databases, sharepoint lists and libraries as required.
10. Distribute various surveys to customers as part of consultation initiatives taking decisions as to appropriateness.
11. Ensure timely submission of returns to appropriate departments.
12. Deal with Complaints, Compliments, and Suggestion Scheme and provide advice to staff on the relevant policies.

13. Carry out administration of requests for information received via the Authority's website and ensure these are actioned or passed to the relevant departments.
14. Administration of utilities information on spreadsheets, carrying out weekly checks of meter reading information and manipulation of spreadsheets including preparing detailed and complicated reports.
15. Deal with the administration of Third-Party Interviews including liaising with solicitors, Police, insurance companies etc, arranging interviews, nominated officer to attend if required, and providing advice on procedure.
16. Raise invoices for income as a result of Third-Party Interviews including determining appropriate cost recovery.
17. Carry out administration of the Freedom of Information and Data Protection information requests, ensuring these are processed within the legislative time scales.
18. Deal with other requests for information from internal/external sources on the wide-ranging disciplines of the Corporate Services functions.
19. Liaise with other departments and external organisations on various Corporate Services issues as required.
20. Ensure corporate consistency of forms etc on intranet including formatting and converting documents into PDF forms.
21. Creatively design Corporate Services pages on Intranet ensuring the published information is continually accurate and up to date.
22. Write, edit, amend, approve, and publish content on Authority's website as required.
23. Ensure accurate information on the Authority's website, carry out regular audit of the Authority website Publication Scheme to ensure links are up to date and working effectively and liaise with other departments to ensure information is accurate.
24. Update the Authority's internet and intranet sites with Corporate Service documents and provide advice and guidance to other departments on updating their information as required.
25. Deal with confidential information on a daily basis including complaints and requests for information.
26. Ensure there are adequate stocks of stationery and office equipment as required and place orders via the electronic procurement system.
27. Monitor budget expenditure including stationery, confidential waste disposal, Suggestion Scheme etc.

28. Raise requests for payments for Suggestion Scheme awards ensuring cheques are received and sent to recipients.
29. Administer and receipt invoices received via the electronic procurement system.
30. Deal with the disposal of confidential waste liaising with external company including invoicing, ensuring receipt of certificates of destruction and payment of invoices.
31. Provide administrative assistance at meetings at FSHQ for Corporate Services including formulating agendas, booking attendees and rooms, taking minutes, and preparing electronic action logs as required.
32. Ensure retention and destruction of records in compliance with the Authority's policy.
33. Participate in training activities as required.
34. Provide cover in other areas of Corporate Services as required including Registry, Reprographics and Reception duties e.g., answering the telephone, dealing with visitors and internal/external enquiries.

Second Area:

2. To implement and promote the Authority's:
 - a. Health and Safety policies
 - b. Equality and Diversity policies
 - c. Data Quality Policy
 - d. Information Security Management System policies
 - e. Safeguarding policies
 - f. Business Continuity Policy and Contingency Arrangements
 - g. Compliments and Complaints Policy
 - h. Environmental Sustainability Strategy
 - i. Protective Security Policy.
- 2.2 To demonstrate and uphold the service values and to promote the organisation in a positive manner.
- 2.3 Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.
- 2.4 Responsibility for ensuring any data produced in relation to the post is accurate and current.
- 2.5 Responsibility to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.
- 2.6 Undertake any other duties commensurate with the grade of the post as directed by line management.

PERSON SPECIFICATION.

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e., items you must be able to do from day one to be able to do the job), **identified as 'Application' in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as 'Application', will be shortlisted, i.e., criteria you need to do the job, but which could be learnt during training.

Please list or number the person specification competency criteria against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through 'Selection Process' only. **You will only be assessed on these criteria later during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

	Experience.	Essential/ Desirable.	Source.
1	Proficient Typist / Word processor.	Essential	Application / interview.
2	Experience and use of various IT systems and databases i.e. Excel, Access, Powerpoint to a high standard.	Essential	Application / interview
3	Extensive administrative experience in an office environment.	Essential	Application / interview
4	Experience of data capture to produce accurate statistical information.	Essential	Application / interview
5	Ability to exercise a high level of initiative, tact, discretion, and diplomacy.	Essential	Application / interview
6	Experience of dealing with highly sensitive and confidential information.	Essential	Application / interview.

	Education and Training.	Essential/ Desirable	Source
7	Must demonstrate a good standard of education and be both numerate and literate.	Essential	Application / interview
8	Qualified to, at least, OCR Text Processing Level III or equivalent word processing qualification or the ability to achieve this qualification.	Essential	Application / interview.

	Special Knowledge and Skills.	Essential/ Desirable	Source
9	Ability to work with, and contribute to, a team environment.	Essential	Application / interview
10	Good organisational skills to effectively handle the variety of confidential, time critical administrative work of the department.	Essential	Application / interview
11	Ability to work flexibly in relation to the needs of the post.	Essential	Application / interview
12	Ability to deal with constantly changing time bound priorities.	Essential	Application / interview
13	Demonstrate an understanding of the importance of equality and diversity to WYFRS as an employer and service provider.	Essential	Application / interview

14	Demonstrate commitment to good data quality in all areas of work.	Essential	Application / interview
15	Ability to work independently, use own initiative, organise own workloads and make decisions without immediate reference to line manager.	Essential	Application / interview
16	Ability to produce accurate minutes.	Essential	Application / interview
17	Ability to work under pressure for prolonged periods in order to meet deadlines and conflicting demands.	Essential	Application/interview
18	High level of analytical and problem-solving skills.	Essential	Application / interview
19	Ability to handle difficult customers face to face, via telephone and correspondence including effective complaint resolution.	Essential	Application / interview
20	Contribute to customer service policies and procedures.	Essential	Application / interview
21	High level of written and oral communication to deal with internal and external stakeholders.	Essential	Application / interview
22	Excellent communication skills with internal and external stakeholders.	Essential	Application / interview
23	Good working knowledge of relevant policies and procedures relating to the duties of the post.	Essential	Application/interview
24	Ability to analyse and interpret complicated data and reach robust conclusions.	Essential	Application / interview
25	Ability to work with minimal supervision.	Essential	Application / interview.

Updated: November 2022