

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Community Resilience Support Administrator
Grade	PS7	Reports to (role title)	Community Resilience Support Team Leader
		Directorate/School	Chief Executive Office
JE Band	228-268	Service/Department	Fire and Rescue Service
		Date Role Profile was created	Nov-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The post holder will contribute to the development of Surrey Fire and Rescue Service and will assist on key areas in meeting the community risk profile needs, supporting both Prevention and Protection. The role will be responsible supporting management in business safety and adhere to Statutory duties and deadlines for legislative compliance purposes. The post holder will be able create rapport with all levels and undertake administrative tasks and data cleansing to ensure consistency and accuracy. The role will also be responsible for assisting management to ensure compliance with statutory obligations and the communication in a timely manner. The scope of the role requires knowledge and duties associated with requisitions.</p> <p>This role will be expected to carry out duties without direct supervision and expected to be able to support other members of the team in a wide range of duties.</p>
Work Context	<p>Have an awareness of Fire Safety Processes. A vast proportion of the role requires collaboration with internal (Fire Safety Regulators) and external stakeholders, specifically Fire Safety Regulators, Approved Inspectors and building control. Process the administrative statutory duties under the Fire Safety Order including building consultations, licencing, post event reviews and DEMO notice. Liaise with Legal Team in respect of formal notices and maintain the Public Register of Legal Notices for enforcement, prohibition and alteration notices. Quality Assurance of Fire Safety Regulators Correspondence. Compiling coroners reports, liaising with the Fire Investigation Team. Responsible for quality assurance the IRS, generate invoices as appropriate and support with administration tasks not limited to the Education Team and Partnership Team. Gatekeeps for control measures for MOU and updating relevant internal and external systems. Work with Risk Intelligence Team with removals of MDIAs and update risk information. Responsible for geographical areas in respect of risk information, faults, licencing, events etc and liaising with internal stakeholders. Minute Taking, generating reports and wider projects to meet service objectives. The role will be expected to address queries from the public and carry out their duties with attention to detail, whilst having an appreciation for how their role is viewed as integral across the whole of the team. The post holder will need to be able to travel to various sites and locations across the county as required to meet the demands of the role, as deemed appropriate.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	n/a

Representative Accountabilities

Typical accountabilities in roles at this level in this job family

Analysis, Reporting & Documentation

- Prepare reports/statistics/briefings to meet statutory/management information requirements.
- Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.

Service Delivery

- Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.
- Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.

Planning & Organising

- Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.
- Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.

Finance/Resource Management

- Maintain financial, and/or stock records, and review data to contribute to resource planning.

Work with others

- Maintain a network of contacts, drawing on support and advice from others to resolve problems.
- Communicate and liaise with service users and/or external contacts, representing the team/service as required.
- Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.

People Management

- May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.

To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Basic awareness of Fire Safety Regulations and Codes that fall under Regulatory Reform (Fire Safety Order) 2005. Technical awareness of risk information. Undertake ABSIC (Accelerated Business Safety Induction Course) Business Fire Safety Level 3 or equivalent</p>
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>