

Role Profile

Part A - Grade & Structure Information

Job Family Code	6PE	Role Title	Partnership Administrator
Grade	PS6	Reports to (role title)	Partnership Team Manager
		Directorate / School	Surrey Fire and rescue
JE Band	192-227	Service / Department	Community Protection/ Prevention
		Date Role Profile was created	Apr-26

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	To provide comprehensive, administrative and technical support to Surrey Fire and Rescue Service's Prevention activity by managing the receipt, assessment, allocation and monitoring of Safe and Well Visit referrals for vulnerable residents across Surrey. The role acts as a central point of contact for internal teams, partner agencies and members of the public, ensuring all communications are handled professionally, efficiently and in accordance with safeguarding, data protection and service standards. The postholder is responsible for conducting due diligence checks using relevant safeguarding and information-sharing systems, including LAS, to support appropriate risk identification and referral prioritisation. They coordinate the effective distribution of referrals to operational crews and Prevention Team members, helping to ensure vulnerable residents receive timely intervention and support. The role leads on the day-to-day administration and technical support of the Safe and Well Visit recording system (Prevent and Protect), maintaining data quality, resolving system issues, supporting users and promoting best practice. The postholder also takes responsibility for reviewing, developing and continuously improving referral processes and workflows to enhance service efficiency, effectiveness and customer experience. In addition, the role provides management information, performance reporting, audit data and quality assurance information to Senior Leadership Team (SLT) members, supporting informed decision-making, service improvement and compliance with organisational and statutory requirements.
Work Context	The post base is to be confirmed. 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
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Support the ongoing delivery of the service in line with agreed standards and performance measures. • Raise awareness of the service by assisting with relevant public relations activities. • Contribute to the ongoing improvement of systems and practices relevant to the service area. Planning & Organising • Assist in development and project work, working with other staff to provide information and feedback. Analysis, Reporting & Documentation • Maintain specialist archives or records relevant to the service area including supporting members of the public to access relevant services. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. Finance/Resource Management • May provide or support the management and delivery of chargeable services. Work with others • Build effective relationships internally, externally and with members of the public to ensure high levels of customer service. • Provide advice and guidance to members of the public on specialist services, referring serious issues as necessary. People Management • May oversee and guide more junior staff sharing expertise and knowledge within the team. 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.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of the service area. • General knowledge of and interest in the specialist area including, where relevant, basic awareness of relevant legislation. • Good IT skills able to use databases to a high standard of accuracy. • Able to plan and prioritise own work in the context of conflicting priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues. • Effective written and oral communication and interpersonal skills. • Experience of providing high levels of customer care and professionalism to members of the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Working effectively with members of the community, including strong ability to be able to communicate effectively to all backgrounds and ages. Excellent IT skills and computer literacy. Must be proficient in the use of software: Microsoft Products including: Word, Excel, PowerPoint. Excellent communication (verbal and written) and interpersonal skills. Must be able to work well unsupervised, and set own direction. Must be organised and efficient in managing own work stream. Confident with low level data analysis
Role Summary	Roles at this level provide a practical or advisory service within a specialist service area to members of the public in line with agreed standards. Role holders are able to process information using appropriate knowledge of the specialist service area, processes and best practice to apply factual guidance and advice. They will need to be able to work independently, as well as part of a team and set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.
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