

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5BF</b>	<b>Role Title</b>	<b>Supply Officer and Driver</b>
<b>Grade</b>	PS5	<b>Reports to (role title)</b>	<b>Supply Manager</b>
		<b>Directorate/School</b>	<b>Fire &amp; Rescue</b>
<b>JE Band</b>	161-191	<b>Service/Department</b>	<b>Logistics</b>
		<b>Date Role Profile was created</b>	<b>Jan-25</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To provide effective and efficient supplies/stores delivery, collection and support services to all Surrey Fire and Rescue Service (SFRS) locations and departments in a timely and accurate manner.</p> <p>To undertake routine departmental tasks and general storekeeping duties, and assist in maintaining a clean, tidy and safe environment.</p> <p>The role holder will also collate Breathing Apparatus cylinder requests and organise the delivery / collection of items from / to SFRS central stores (stock items, special orders etc) plus items from other departments and the internal mail to all fire station locations and area offices.</p>
<b>Work Context</b>	<p>The Supply Officer and Driver will form part of the wider logistics team and will be attached to central Service stores in Supply at the Wray Park Centre site in Reigate but possibly out stationed elsewhere in the County if mutually convenient [eg. Chertsey, Woking or Guildford].</p> <p>They will be required to undertake deliveries/collections to Fire Stations or other Surrey County Council locations (and out of county journeys for specific purposes) as required by SFRS. The role will work closely with all Fire and Rescue staff at Fire Stations and other departments as required, to assist in achieving the vision, priorities, aims and objectives of SFRS.</p> <p>The stores/supply department provide essential operational equipment for front line appliances as well as workwear, uniform, community safety protection/prevention equipment, janitorial, stationery supplies and consumables for Fire Stations and all Fire and Rescue Service teams and locations.</p> <p>The role holder needs to be reasonably physically fit and healthy as the role will require frequent lifting, loading and unloading. They will also undertake storekeeping duties including accepting and checking deliveries, collections, maintaining accurate records and stock levels.</p> <p>There is a lot of driving involved using service provided vehicles. The post holder will be required to drive using a large sized van [eg Mercedes Sprinter], and also support the wider logistic team vehicle movement operations, thus the requirement for a category C1 driving licence.</p> <p>The role holder will need to be able to prioritise workloads as planned routes may have to be changed en route as requests following recent operational incidents occur. Requests for Breathing Apparatus cylinders must be fulfilled as appliances cannot attend incidents without replenished cylinder supplies. Therefore an excellent knowledge of Surrey and its major road layouts is essential.</p> <p>The role holder will assist with the maintenance of effective communications by representing Supply when delivering to locations and assist with operating an information service regarding equipment, stock holding, orders, and procedures.</p>
<b>Line management responsibility</b> if applicable	No line management responsibility
<b>Budget responsibility</b> if applicable	No budget responsibility

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Ensure information and records are processed and stored to agreed procedures.</li> <li>• Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports.</li> <li>• Prepare and despatch a range of standard correspondence/documents to ensure an efficient response to enquiries and timely conclusion of any process connected with the defined area of activity.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Support a group of senior staff, ensuring confidentiality, and assisting in the effective organisation of internal/external meetings and activities to support a high standard of office organisation.</li> <li>• Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Follow established ordering procedures to ensure adequate resources are available to meet work requirements.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Familiar with one or more of the specific processes used in business, communication, financial or HR administration.</li> <li>• Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to work with others to achieve objectives and provide excellent customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with staff and customers.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities.</li> <li>• Experience of working in a busy office environment.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Current full clean UK driving license [category C1], no previous driving disqualifications.</li> <li>• Have experience of driving large vehicles, planning, and adapting routes, and making multiple daily deliveries.</li> <li>• Experience of working in a stores / logistics / distribution environment.</li> <li>• Have knowledge of manual handling regulations and confidence in safe manual handling procedures.</li> <li>• Forklift operation experience is desirable, with knowledge of safe handling procedures and relevant certifications being advantageous</li> <li>• Have good interpersonal skills to work co-operatively and flexibly as a member of a team, and to liaise effectively with staff at all levels.</li> <li>• Can work with accuracy, plan and prioritise work with the ability to adapt to changing situations and an understanding of using stock management systems as well as competence in general office IT packages such as Word and Outlook.</li> <li>• Have a "can do" attitude and can work to resolve issues independently when appropriate.</li> <li>• Experience liaising with internal and external clients to resolve issues satisfactorily.</li> <li>• Understanding and commitment to SCC's values including equality, diversity and inclusion.</li> <li>• Excellent knowledge of Surrey geography and major road layout.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a business support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. They may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Where this is the case, customer service may be the predominant feature.</p>
<b>Reference Number</b>	BM-2025-015