

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Partnership & Volunteering Administrator
Grade	PS5	Reports to (role title)	Prevention Events Manager
		Directorate/School	Surrey Fire and Rescue Service
JE Band	161-191	Service/Department	Prevention and Protection/Prevention
		Date Role Profile created	Aug-22

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 efficiently plan, allocate, administrate and report on the Community Prevention activities of teams across the Service.
Work Context	The role involves: taking calls from the public, planning and allocating workload to teams across SFRS, understanding resources available, liaison with partner agencies, receiving referrals, creation of accurate records, having access to personally sensitive information, monitoring and updating the prevention web pages, support and assistance with reference checking, outcome letters, drafting and posting recognition letters to volunteers, placing orders for stock and merchandise for use at events, listing upcoming events, use of various software products including Microsoft, Better Impact (Used by SFRS volunteers), CRM and be adaptable to new software environments. This role will be expected to carry out duties without direct supervision and support other members of the team in a wide range of tasks.
Line management responsibility	None
Budget responsibility	None
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Ensure information and records are processed and stored to agreed procedures. Assist in providing and manipulating basic data for statistical and other reports. May run and present standard reports. 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. <p>Service Delivery</p> <ul style="list-style-type: none"> 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. Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. <p>Planning & Organising</p> <ul style="list-style-type: none"> 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. 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. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> Follow established ordering procedures to ensure adequate resources are available to meet work requirements.

	<p>Work with others • Receive visitors and provide/request basic information in a courteous manner to promote a positive image of the work unit.</p> <p>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.</p>
Education, Knowledge, Skills & Abilities, Experience & Personal Characteristics	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Familiar with one or more of the specific processes used in business, communication, financial or HR administration. • Ability to apply relevant health and safety, equality and diversity, and other county/service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Ability to prioritise and plan own workload in the context of conflicting priorities. • Experience of working in a busy office environment.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Must be proficient in the use of software: Microsoft Products including: Word, Excel, PowerPoint. Good communication and interpersonal skills. Touch typing and short-hand advantageous.</p>
Role Summary	<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>
Core Code of Ethics	<p>Surrey Fire and Rescue Service has adopted the national Core Code of Ethics for Fire and Rescue Services in England. This has been developed in partnership with the National Fire Chiefs Council, Local Government Association, and the Association of Police and Crime Commissioners to support a consistent approach to ethics, including behaviours, by fire and rescue services in England.</p> <div data-bbox="140 1653 580 2107" data-label="Diagram"> </div> <p><u>Putting our communities first</u> We put our communities first. We do this by putting the interest of the public and service users first.</p> <p><u>Integrity</u> We act with integrity. We show this by being open, honest and consistent in everything we do.</p> <p><u>Dignity and respect</u></p>

We act with dignity and respect. We show this by making decisions objectively based on evidence, without discrimination or bias.

Leadership

We are leaders. We show this by being positive role models, always demonstrating flexibility and resilience, we're all accountable for everything we do and challenge behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion (EDI)

We are ambassadors of equality, diversity and inclusion (EDI). We show this by continually recognising and promoting the value of EDI both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate differences.

To be completed by JE Coordinator

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