

Role Profile

Part A - Grade & Structure Information

Job Family Code	5BF	Role Title	Receptionist & Business Support Assistant
Grade	PS5	Reports to (role title)	Business Support Team Leader
		Directorate/School	Community Protection Group
JE Band	161-191	Service/Department	Fire & Rescue
		Date Role Profile was created	Oct-19

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 a comprehensive, professional and highly effective business support, administrative and reception service to Surrey Fire & Rescue Service (SFRS), ensuring the smooth operation of Headquarters and supporting the delivery of operational and corporate objectives. As a key member of the Business Support Team, the post holder is responsible for delivering a wide range of administrative, organisational and customer-focused services which support frontline operations, senior managers, support functions and external stakeholders. The role requires the effective management of competing priorities, excellent attention to detail, and the ability to independently organise workloads to meet demanding deadlines. The post holder acts as the first point of contact for many internal and external customers and is responsible for triaging enquiries received via telephone, email, correspondence and in person, ensuring matters are directed promptly and accurately to the appropriate department or individual. Due to the nature of the role, maintaining a visible and consistent presence within the Headquarters environment is essential. The role supports the day-to-day operation of the organisation through direct engagement with staff, visitors, contractors, partner agencies and members of the public, and therefore requires full time attendance within the office environment to ensure continuity of service delivery.
Work Context	You will be based at Surrey Fire and Rescue Services Headquarters in Reigate reporting to The Business Support Team Leader and be part of a larger Business and Project support team within Surrey Fire and Rescue. The role holder will act as first point of contact for all customers and employees, including front-line staff. Act as the professional first point of contact for Surrey Fire & Rescue Service Headquarters, providing a welcoming, knowledgeable and customer-focused service to all visitors, staff, partners and members of the public. Manage and triage all incoming communications, including telephone calls, emails, correspondence and visitor enquiries, ensuring they are directed promptly and accurately to the appropriate department or individual. Operate the Service switchboard, handling a high volume of calls efficiently and professionally, including occasional emergency or misdirected calls. Provide comprehensive business support to operational and non-operational teams, enabling departments to function effectively and efficiently. Prepare, format and quality-check documents, reports, presentations, meeting papers, letters and other communications to a consistently high professional standard. Design, produce and coordinate the printing of corporate materials, including guidance documents, training resources, information packs, posters, newsletters and operational communications. Maintain strict document control and version management, ensuring that published information remains accurate, current and compliant with organisational standards. Review and maintain organisational call directories and contact databases, ensuring critical contact information is accurate and readily available at all times. Manage and update communication portals, intranet pages and shared information sites, ensuring staff have access to the latest information and guidance. Coordinate meetings, events, training sessions and workshops, managing logistics, room bookings, agendas, attendee communication and supporting documentation. Maintain accurate records and business systems, ensuring data integrity and supporting informed decision-making across the Service. Support operational managers and frontline teams through the provision of timely and reliable administrative support that contributes to effective emergency service delivery. Handle sensitive, confidential and sometimes operationally critical information, demonstrating discretion, professionalism and sound judgement at all times. Monitor and maintain office facilities and meeting spaces, liaising with Facilities Management, ICT and contractors to resolve issues quickly and effectively. Provide visible and consistent support within Headquarters, recognising that the role relies on a strong physical presence to support staff, visitors and operational functions. Demonstrate exceptional organisational and time management skills, balancing multiple priorities and responding effectively to changing demands and urgent requests. Exercise a high level of attention to detail in every task, recognising that inaccurate information, missed communications or administrative errors could impact operational effectiveness, governance, decision-making and public confidence. Support business continuity and service resilience, ensuring administrative functions continue to operate effectively during periods of increased demand or organisational change. Identify opportunities for continuous improvement, recommending and supporting enhancements to processes, systems and ways of working across the Business Support function. Play a vital role in supporting the wider Fire & Rescue Service, helping to ensure that operational crews, managers and support departments have the information, resources and administrative support necessary to protect Surrey's communities.
Line management responsibility if applicable	None
Budget responsibility	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Business Administration • Deliver comprehensive administrative support to operational and non-operational departments across Surrey Fire & Rescue Service. • Manage multiple administrative tasks simultaneously whilst ensuring deadlines and service standards are achieved. • Draft, format, proofread and distribute professional correspondence, reports, agendas, minutes, presentations, newsletters and briefing papers. • Design and produce a wide range of corporate documents, information packs, leaflets, training materials, presentations, posters and internal communications using Microsoft Office and approved organisational templates. • Coordinate the printing, binding, production and distribution of documents and information materials for internal and external stakeholders. • Maintain document version control and ensure published information remains current, accurate and compliant with organisational standards. • Support managers with project administration, action tracking and governance activities. • Organise meetings, events, training sessions, workshops and conferences, including venue preparation, attendee coordination and supporting documentation. Communication and Information Management • Act as a central point for incoming communications received via telephone (Switchboard), email, post and digital communication channels. • Assess, prioritise and triage enquiries to determine the most appropriate response route, ensuring urgent matters are escalated promptly. • Monitor and manage shared mailboxes to ensure correspondence is actioned within agreed timescales. • Review, maintain and update organisational call directories, contact lists and telephone routing information to ensure accuracy and business continuity. • Regularly review and maintain communication portals, intranet content, shared information repositories and business support pages to ensure information remains relevant, accessible and up to date. • Support organisational communications through timely publication of notices, updates and business information. • Ensure information is communicated effectively between departments, stakeholders and external partners. Data, Systems and Records Management • Maintain accurate information across a range of business systems, databases and records management platforms. • Monitor data quality and undertake regular audits to ensure records remain complete, accurate and compliant. • Produce management information, reports and statistical data to support service delivery, performance monitoring and decision-making. • Support compliance with data protection, information governance and records retention requirements. Operational Support • Provide administrative support to operational managers, station personnel and service managers. • Support activities associated with training, community safety, prevention and protection functions. • Assist with administrative requirements during significant incidents, business continuity events and periods of increased operational demand. • Contribute to the effective delivery of services that ultimately support frontline emergency response activities. Office Coordination and Presence • Maintain oversight of general office standards, ensuring business areas present a professional, safe and organised working environment. • Liaise with facilities, suppliers and contractors to resolve issues impacting service delivery. • Ensure meeting rooms, reception areas and shared facilities remain fully operational and appropriately resourced. • Provide visible and accessible support to managers, staff and visitors throughout the working day. • Recognise that the role is fundamentally office-based, requiring a consistent presence to deliver reception, customer service, facilities coordination, visitor management and administrative support functions that cannot be effectively undertaken remotely. Planning and Time Management • Effectively prioritise workloads, balancing routine tasks with urgent and often competing demands. • Demonstrate excellent time management and organisational skills when managing multiple requests from different departments. • Anticipate forthcoming deadlines and proactively plan activities to ensure business needs are met. • Exercise sound judgement when assessing priorities, escalating issues and allocating time and resources appropriately. • Work independently with minimal supervision whilst contributing positively to the wider Business Support Team.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• 3 GCSEs (or equivalent) including English and Mathematics. • Proven experience in administration, business support or a busy office environment. • Experience delivering professional reception and customer service functions. • Strong organisational, prioritisation and time management skills. • Excellent written and verbal communication skills. • Proficient in Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint. • Proven experience in managing a switchboard /call handling system • Experience managing calls, emails, correspondence and stakeholder enquiries. • Experience producing, formatting and quality-checking business documents and communications. • Strong attention to detail with a commitment to accuracy and quality. • Experience handling confidential and sensitive information appropriately. • Ability to work independently, use initiative and manage competing priorities. • Experience supporting meetings, events and wider business activities. • Desirable experience within Fire & Rescue, Emergency Services, Local Government or the wider public sector.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. Ability to work as part of a team. Well organised and able to meet tight deadlines calmly and efficiently. Ability to deal appropriately with sensitive and confidential information.

Role Summary	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.
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