

JOB PROFILE



JOB TITLE:	Protection SHQ Administrator
SALARY GRADE:	Grade 4
JE REFERENCE:	A305
DIRECTORATE:	Protection
TEAM:	Protection Admin
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	Protection Admin Supervisor
RESPONSIBLE FOR:	The post holder is sometimes required to supervise employees within the Protection Admin Team.

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

To assist in process / change management and to support the Protection Admin Supervisor in providing an administrative service to the Protection directorate.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

1. Provide training to Protection Admin staff, ensuring that the training given is fully understood. Monitor that it is used effectively and identify any further training needs.
2. Contribute to the creation and update of process maps, suite of services, training materials, working instructions and quality monitoring checklists.
3. To provide assistance on research and projects as required.
4. Use IT programs to support departmental processes and provide a variety of administrative services, particularly if they are of a complex nature.
5. Maintain adequate stationery stock and re-order when necessary using the E-Procurement system.
6. Support Protection District Admin staff with workload, when necessary.
7. Support system testing, as directed by Protection Admin Manager.
8. Deputise for the CRM Admin Supervisors.
9. To support the processing of licensing and certification fee collections.
10. Any other administration and support duties commensurate to the role.
11. Attend meetings and take minutes as required.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

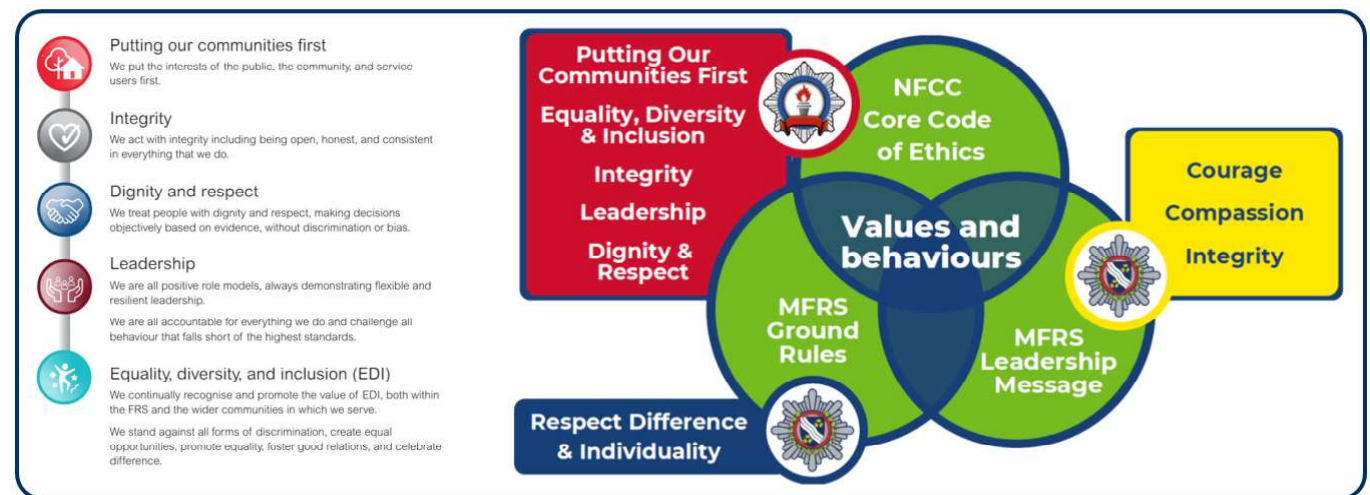
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

10.01.2023 S. Fielding

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Protection SHQ Administrator	Team:	Protection Admin Team
Salary:	Grade 4	Directorate:	Protection
JE Reference:	A305		

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
	Typing, word processing or general IT qualification (e.g. ECDL or similar) especially in Microsoft Word or Office	E	P D
	G.C.S.E. Math's and English Language grade c or above (or equivalent)	D	P D
	KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
	Knowledge of MFRS Protection activities	D	A & I
	Experience of working in an office environment	E	A & I
	Experience of working as part of a team	E	A & I
	Experience of training internal staff on internal working practices	E	A & I
	Experience of using Microsoft Outlook, Word & Excel	E	A & I
	Experience of conducting presentations or communicating specific information to internal groups	D	A & I
	Experience of business process mapping	D	A & I
	Minute taking experience	D	A & I
	SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
	Good level of literacy and numeracy	E	A & I
	Effective interpersonal and communication skills both verbal and written	E	A & I
	Ability to deal with confidential information in a professional and appropriate manner	E	A & I
	Methodical and organised approach to work	E	A & I
	Accuracy and attention to detail	E	A & I
	Good team player, able to contribute to the overall aims and objectives of the team	E	A & I
	Ability to demonstrate initiative and challenge where appropriate	E	A & I
	Excellent time management skills, with the ability to prioritise	E	A & I
	Ability to work to deadlines, which may be subject to conflicting demands	E	A & I
	Able to work independently	E	A & I
	Highly motivated	E	A & I
	Strong creative and analytical skills with regards to problem solving	E	A & I
	Strong customer focus and a desire to deliver a quality service	E	A & I
	WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS
	Full UK Driving Licence (manual vehicle).	E	P D

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
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