MERSEYSIDE FIRE & RESCUE SERVICE
JOB PROFILE

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JOB TITLE:	Support Administrator
SALARY GRADE:	Grade 5
DIRECTORATE:	Operational Preparedness
TEAM:	Operational Planning
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	Admin Manager (Operational Planning)

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself

MAIN JOB PURPOSE

The post holder will ensure that they fulfil the role of secretariat for all departments within Ops Planning and Intelligence. This includes scheduling meetings, arranging venues, taking minutes at meetings, maintenance of action logs, maintenance of all documentation, communication with team/multi-agency members, production of supporting documentation and reports where necessary.

They will be required to provide the above activities to other projects or groups as specified by their manager.

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

- To liaise with relevant persons to ensure the sharing and publication of information in a timely manner, in line with protocol.

- To maintain registers, ensuring requests for updates are sent in accordance with reporting schedules and reports on progress are made available to line manager and department leads.

- To maintain written records for all teams as required.

- To ensure documentation is maintained in accordance with governance procedures.

- To assist in the production and maintenance of documentation.

- To maintain networked document storage location; including indexing, version control and archiving.

- To assist line managers ensuring reporting deadlines for Boards, project teams and departments are achieved.

- To provide advice and assistance in relation to the reporting requirements of the DVLA system.

- Schedule and arrange meetings as required; including venue, catering and document distribution in line with protocol.

- Produce monthly reports to support the Ops Planning and Intelligence Departments.

- Manage actions logs and liaise with action owner and when necessary utilise the OSHENS system.

- Maintain a competency and knowledge of the Resilience Direct software

- Maintain all portal requirements of the department.

- Support Ops Intelligence through data input as required. Support Ops Intelligence in the collection, formatting, validation and verification of appropriate data sets in accordance with statutory requirements.

- Support operational activity and exercising through decision logging and other relevant activity.

- Assist with all aspects of budget administration to include but not limited to raising orders and processing GRN's using the e-procurement system.

- To undertake any other duties deemed suitable by Merseyside Fire and Rescue Authority commensurate with the grade of this role.

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.

Putting our communities first
We put the interests of the public, the community, and service users first.

Integrity
We act with integrity including being open, honest, and consistent in everything that we do.

Dignity and respect
We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.

Leadership
We are all positive role models, always demonstrating flexible and resilient leadership.
We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, diversity, and inclusion (EDI)
We continually recognise and promote 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 difference.

Putting Our Communities First
Equality, Diversity & Inclusion
Integrity
Leadership
Dignity & Respect

NFCC Core Code of Ethics

Values and behaviours

MFRS Ground Rules

MFRS Leadership Message

Respect Difference & Individuality

Courage
Compassion
Integrity

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:	C Reid

MERSEYSIDE FIRE & RESCUE SERVICE
PERSON SPECIFICATION

Job Title:	Support Administrator	**Team:**	Operational Planning
Salary:	Grade 5	**Directorate:**	Operational Preparedness

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
	GCSE Maths and English Grade C or above (or equivalent)	Essential	PD
	Microsoft intermediate Excel Qualification	Desirable	PD
	KNOWLEDGE & EXPERIENCE	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	Experience of organising meetings, taking minutes, producing reports to senior managers	Essential	A/I
	Working with internal and external stakeholders	Essential	A/I
	Managing action logs	Essential	A/I
	Inputting data and actions into electronic systems and managing information	Essential	A/I
	Experience in decision logging	Essential	A/I
	Data protection policy and procedure	Essential	A/I
	SKILLS & ABILITIES	**ESSENTIAL/DESIRABLE**	**ASSESSED BY**
	Good Level of written and verbal communication skills required, Microsoft Office and Excel	Essential	A/I
	Ability to organise workload and manage time effectively	Essential	A/I
	Good level of computer skills required, Microsoft Office and Excel	Essential	A/I
	Ability to manage information in accordance with relevant legalisation and organisational protocols	Essential	A/I
	Excellent attention to detail	Essential	A/I
	Ability to take on large amounts of information and produce documents for this.	Essential	A/I
	Confident to answer queries and to respond appropriately	Essential	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.	Essential	A/I

	The post holder will be flexible and as where necessary work across departments within the Operational Planning and policy functions	✓	A/I
	Standard DBS check and Non-Police personal vetting check (L2)	✓	A/I

A	Application	I	Interview	PD	Produce Documentation