



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 support the Protection Admin Supervisor in providing an administrative service to the Protection department, including the Fire Engineering Team, Service Headquarters Managers and the Fire Safety Districts.

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 administrative support to the Fire Engineering Team. Using the Protection application (CFRMIS) to create jobs, process letters, save and scan documents and run reports.
2. Triage initial calls and web enquiries from the public and organisations in respect of Protection fire safety matters, concerns, legislation advice and signpost other general enquiries.
3. Support the Protection Admin Supervisor with the Petroleum (including environmental searches) and Explosives processes, by answering queries, updating CFRMIS and processing the applications.
4. Support the Protection Admin Supervisor with the processing of concerns and scheduling of SOFSA quality assurance appointments.
5. Support SHQ and district-based reference holders in relation to Events and Campaigns, Stakeholder Engagement/Primary Authority Scheme (PAS), Enforcements & Prosecutions (Explosives/Petroleum), LRAP, Fire Engineering Team and BSR, Training Development & Assurance, Ops Engagement and Data & Intelligence.
6. Use IT programmes to provide a variety of administrative services, including the e-Procurement application for the ordering of stationery and uniform from internal and external suppliers.
7. Book travel and accommodation for the Protection department, using a business travel management company. Book tickets at Protection related events, conferences and seminars.
8. Process the clock cards for the department using the staff attendance recording system.
9. Support the Protection Admin Supervisor in the upkeep of the admin training manuals.

10. Identify issues and advise System Support of complex alterations to the Gazetteer.
11. Support and provide cover for the Protection District Admin staff with workload, when necessary.
12. Support system testing, as directed by the Protection Admin supervisor and provide feedback on any process issues encountered.
13. Arrange internal meetings, book venues and invite attendees using Outlook. Support the facilitation of events hosted by the Protection department.
14. Attend meetings as a minute taker.
15. To undertake any other duties deemed suitable by the Authority commensurate to the grade.

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**

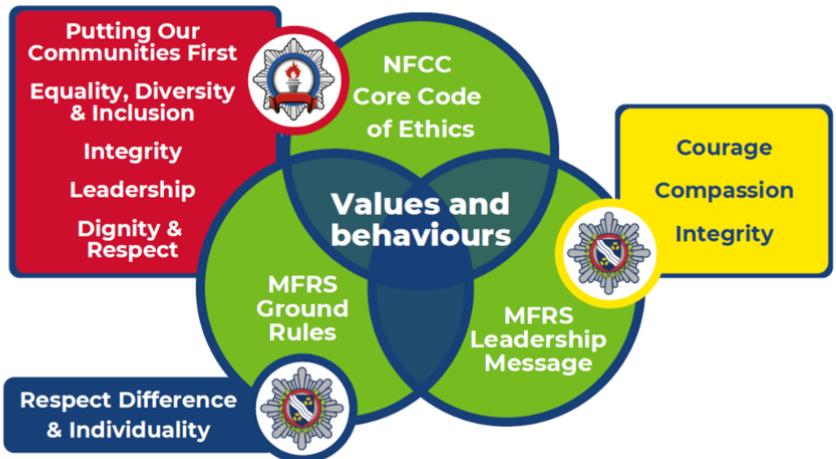
- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

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.



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: February 2026



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
Disclosure Barring Service check, verification of unspent criminal records will be undertaken in the form of a standard 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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