



JOB TITLE:	TDA Reception/Conferencing Assistant
SALARY GRADE:	Grade 3
JE REFERENCE:	A760
DIRECTORATE:	Training
TEAM:	Training & Development Academy (TDA)
LOCATION OF WORK:	Training & Development Academy
HOURS OF WORK:	35 per week
DIRECTLY RESPONSIBLE TO:	Training Support Supervisor

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

To provide administration support and reception duties to the and the Training & Development Academy (TDA) To undertake all receptionist and reprographic duties, assisting with facilitating conferences and other meetings and events.

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. Reception duties to include: -

- Greet, welcome and direct visitors to the TDA in a courteous and professional manner.
- Act as first point of contact to visitors, assisting with enquiries both on the phone and face to face.
- Operate main switchboard in a professional manner, receive and sort internal and external mail and deliveries. Dispatch of items to TDA including those requiring special attention and ensuring that this is recorded accordingly.
- Ensure health and safety security procedures are adhered to including issuing security passes to all visitors and staff.

2. Monitoring CCTV on all entrances, operating barriers and gates, following building security protocol and reporting issues when necessary to Senior Officers

3. Manage distribution of site/locker keys for access to the building and record accordingly.

4. Support TDA departments with printing, photocopying, binding and laminating within agreed timescales.

5. The processing of cost centre internal re-charges through the finance team TDA catering including costs.
6. Assist with the provision of high-quality conference services. i.e. setting up rooms, assisting with AV and facilitating catering needs (buffets, tea/coffee etc.) alongside TDA catering team.
7. Raising orders on e-procurement system.
8. Maintaining stationery stock levels for the TDA.
9. Support TDA departments by attending meetings and collating minutes.
10. Occasional evening and weekend work assisting the Conference team with events at the TDA.
11. The post holder will be required to work flexibly between 8.00am to 5.00pm Monday to Friday.
12. Reporting TDA accommodation faults through the service estate reporting platform.
13. To undertake any other duties deemed suitable by the Authority commensurate with 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

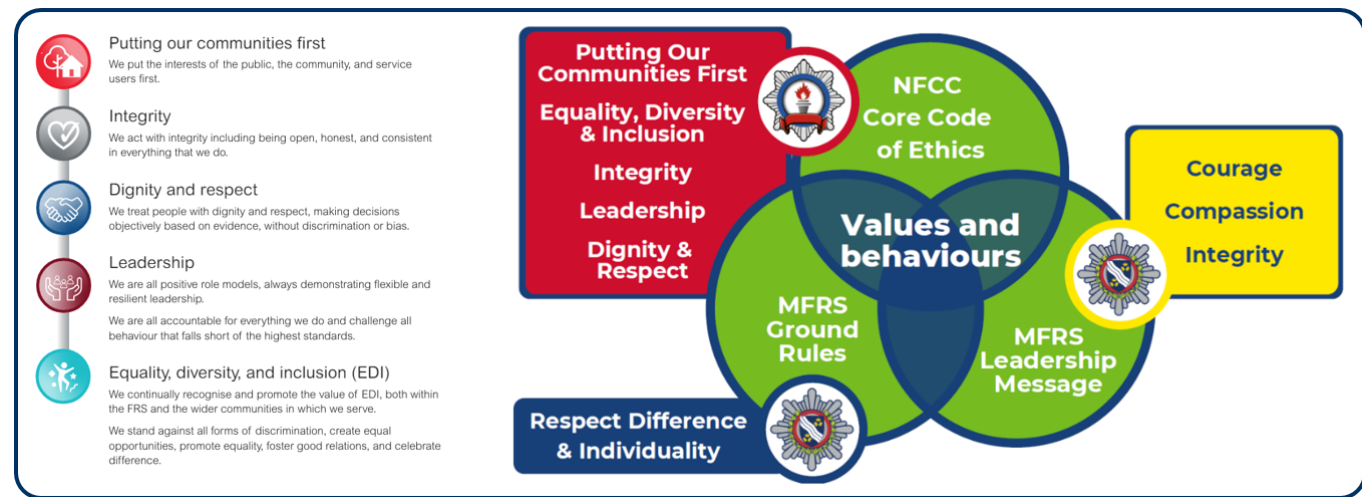
We serve with **Integrity**

- 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 MFRS'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.



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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:

April 2026 N Kinsley

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	TDA Reception/Conferencing Assistant	Team:	TDA Admin Team
Salary:	Grade 3	Directorate:	Training
JE Reference:	A421		

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
GCSE or equivalent in Maths and English.	E	P D
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
Health & Safety policy and procedures.	D	A
Data Protection policy and procedures.	D	A
Previous experience of working in an office environment or administrative role.	D	A & I
Previous experience of dealing with customers / visitors.	E	A & I
Experience of raising orders and invoices.	D	A & I
Experience of processing delivery notes and invoices.	D	A & I
SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
Excellent interpersonal skills with the ability to communicate effectively both verbally and in writing with a varied audience in a clear and accurate manner.	E	A & I
Competent in use of Microsoft software packages (inc Excel, Word, PowerPoint and Outlook programs).	E	A & I
Problem solving skills.	E	A & I
Ability to work as part of a team and on own initiative.	E	A & I
Good attention to detail.	E	A & I
Able to take minutes in meeting.	D	A & I
Able to demonstrate strong customer service focus.	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 in the form of a standard disclosure barring service check	E	MFRS

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