

JOB PROFILE



JOB TITLE:	National Resilience Training Administrator
SALARY GRADE:	Grade 4
JE REFERENCE:	A800
DIRECTORATE:	National Resilience
TEAM:	National Resilience Training Team
LOCATION OF WORK:	National Resilience Centre of Excellence, T&DA
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	National Resilience Training Manager
RESPONSIBLE FOR:	N/A

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

To support, maintain and manage the administration function of National Resilience (NR) and the associated NR capabilities and stakeholder.

To support the NR Training Manager deliver NR core skill acquisition training framework on behalf of the UK Government and provide administration support to the National Resilience (NR) Training 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 provide all administration duties to support the NR Training Needs Analysis (TNA) to assist efficiency and effectiveness of NR response by ensuring NR core skills acquisition training and programs are delivered and in accordance with the FRS 's KPI's set by Home Office.
- ❑ Manage the complete booking process of NR Training course nominations.
- ❑ To provide a professional service and act as first point of contact for all NR Training course nominations in line with the needs and values of the organisation.
- ❑ Proactively maintain positive and effective liaison links with NR stakeholders to ensure sufficient human and physical resources are available to meet the needs of the NR Training Framework agreed by Home Office.
- ❑ Manage all accommodation/catering needs nationally for all students and instructors attending NR Training courses and ensure best value for money.
- ❑ Collect, analyse and provide statistical information for the NR Training Manager.
- ❑ Manage the electronic course feedback data to support assurance of NR Training courses.
- ❑ Provide a professional service in a sensitive environment and be accountable and responsible for safeguarding confidential information, knowledge and understanding the requirements to document security.
- ❑ Assist Training Delivery Partners with administrative duties for accredited courses to ensure qualification progress in SFJ and Lantra.

- ❑ Prepare meeting agendas, perform research for meetings and produce minutes in an accurate and timely manner and action logging.
- ❑ Support the NR Training Manager in planning and scheduling internal TNA for NRAT, in accordance with defined role maps, and job specification.
- ❑ Support the management of the income generation process for non-funded course nominations.
- ❑ Raising orders and GRN on the eProcurement system, update budget spreadsheets.
- ❑ To support development and maintenance of NR eLearning modules and represent NR on the MFRS LMS Project Team.
- ❑ Support the delivery and recording of the mandatory eLearning schedule for NRAT via MFRA Learning Management System.
- ❑ Assist the Dev App Team to support the development and maintenance of the NR Training Management System held on the NR Website.
- ❑ Support the NR Training Manager to deliver the NR Approved TDP Assurance process and carry out visits nationally.
- ❑ Manage the booking process of National FRS bookings on behalf of the College of Policing for MAGIC courses.
- ❑ To undertake any other as duties appropriate to the 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

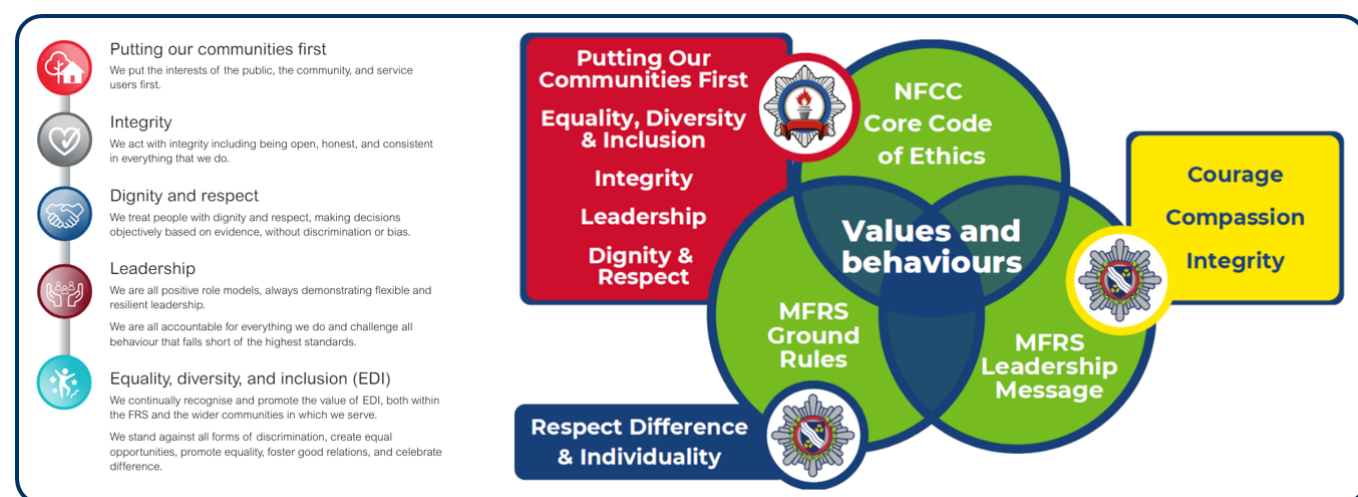
We serve with **Integrity**

- 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.



LEADERSHIP BEHAVIOURS

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:

Sue Turner/ Amanda Cross

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	National Resilience Training Administrator	Team:	National Resilience Training Team
Salary:	Grade 4	Directorate:	National Resilience
JE Reference:	A800		

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
GCSE or equivalent in Maths and English.	ESSENTIAL	PD
Business Administration at Level 2.	DESIRABLE	PD
ECDL Level 2 or equivalent.	ESSENTIAL	PD
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
Previous experience of working in an office environment.	ESSENTIAL	A/I
Previous experience of working in an administrative role.	ESSENTIAL	A/I
Ability to prioritise a busy work schedule and work to strict deadlines.	ESSENTIAL	A/I
Previous experience of making and responding to telephone calls.	ESSENTIAL	A/I
Previous experience of dealing with customers / visitors.	ESSENTIAL	A/I
Use of photocopier / fax / scanner / laminator/ switchboard.	ESSENTIAL	A/I
Experience of using computer systems.	ESSENTIAL	A/I
Sales and marketing experience.	DESIRABLE	A/I
Experience of raising orders and invoices.	DESIRABLE	A/I
Experience of processing delivery notes and invoices.	ESSENTIAL	A/I
Experience of planning travel and making accommodation bookings.	ESSENTIAL	A/I
Knowledge of Health & Safety policy and procedures.	DESIRABLE	A/I
Knowledge of Data Protection policy and procedures.	DESIRABLE	A/I
Knowledge of Equality and Diversity policy and procedures.	DESIRABLE	A/I
SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
Good verbal and written communication skills.	ESSENTIAL	A/I
Excellent keyboard skills, processing of documents e.g. letters, reports. Speed and accuracy required.	ESSENTIAL	A/I
Competent in the use Microsoft software packages (inc. Excel, Word, PowerPoint and Outlook programs).	ESSENTIAL	A/I
Data entry / retrieval from electronic programs.	ESSENTIAL	A/I
Ability to work in a team.	ESSENTIAL	A/I
Problem solving skills.	ESSENTIAL	A/I
Good attention to detail.	ESSENTIAL	A/I
Take minutes of meetings.	ESSENTIAL	A/I
Audio typing.	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
Be flexible to work hours to meet national resilience training schedule.	ESSENTIAL	A/I

	Basic Disclosure check (verification of unspent criminal records will be undertaken in the form of a Basic Disclosure check).	ESSENTIAL	A/I
	Driving Licence.	ESSENTIAL	A/I

A	Application	I	Interview	PD	Produce Documentation
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