

JOB PROFILE



JOB TITLE:	District Admin Supervisor
SALARY GRADE:	Grade 8
JE REFERENCE:	A304
DIRECTORATE:	Protection
TEAM:	Protection Team
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	Admin Manager
RESPONSIBLE FOR:	Managing a medium number of employees within the Administration team.

LEADERSHIP BEHAVIOUR LEVEL:	LEADING OTHERS
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MAIN JOB PURPOSE

Responsibility for the management, supervision and performance of a number of employees and locations. To deliver an administrative support service to the Protection Department in line with the functional delivery plan.

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. Participate in staff recruitment selection processes, including shortlisting and interviews. Responsible for designing and facilitating assessments.
2. Responsible for the induction and probation of new administrative staff. Ensure that administrative staff are aware of and understand Service Policies and Procedures, in relation to their roles and responsibilities.
3. Development of the administrative staff via the appraisal system and identifying training requirements. Liaising with the Protection Admin Manager to implement delivery.
4. Responsible for the creation of relevant administrative training materials, working instructions, quality monitoring checklists and the review schedules.
5. Educate and provide training to administrative staff on organisational and Protection processes, including CFRMIS data collection, ensuring that the training given is fully understood. Monitor that it is used effectively and identify any further training needs.
6. Directly supervise, allocate and monitor work of administrative staff. This includes work prioritisation, together with staff productivity and quality assurance of their work. Adhering to SLA's, procedures and working instructions, agreed with internal customers, by the Protection Admin Manager.
7. Monitor the staffing levels (including staffing rotas, annual and flexi leave, training etc) to ensure appropriate cover. Effectively manage sickness absences, conduct and capability issues in according with MFRS Absence Management Policy including carrying out absence monitoring Stage 1 interviews, for administrative staff. Recording and maintaining files of such interviews and subsequent action.

8. Support the Protection Managers with the Petroleum and Explosives processes, in particular processing the applications from corporate organisations and private individuals, liaising with the Fire Safety Regulators and the Finance Department.
9. Maintenance and review of the Protection document centre on the Portal. Responsible for the review schedule of Protection Service Instructions, Guidance Notes, and Information Notes.
10. Respond to queries and requests raised from Protection Fire Safety Regulators and other MFRS departments, with regards to processes and systems. Manage and triage initial calls from the public and organisations in respect of Protection fire safety matters, concerns, legislation advice and signpost other general enquiries.
11. Monitor and update the functional delivery plan action tracker and provide periodic returns for Strategy and Performance as well as updating the relevant line manager in regard to any performance areas of exception.
12. Support SHQ and district-based reference holders in relation to Protection Response, Training & Stakeholder engagement, assurance, events & campaigns, compliance, staff training & development, data and intelligence and fire engineering.
13. Management of administrative portfolios for external partners including Police, local businesses, Local Authorities and Primary Authority Scheme stakeholders.
14. Organise and facilitate internal and external high-level meetings, CPD and events etc, including liaising with venues, room bookings, sending invitations, distribution of papers and minute taking. Particularly, provide support to the Protection Service Delivery Group and Compliance Group, including oversight and management of the associated action plans.
15. Use IT programs to provide a variety of administrative services, particularly if they are of a complex nature. Support system testing, as directed by Protection Admin Manager.
16. Provide feedback, to Protection Admin Manager, of any process issues encountered by administrative staff.
17. Deputise and support the Protection Admin Manager and assist with cost centre responsibility.
18. 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**

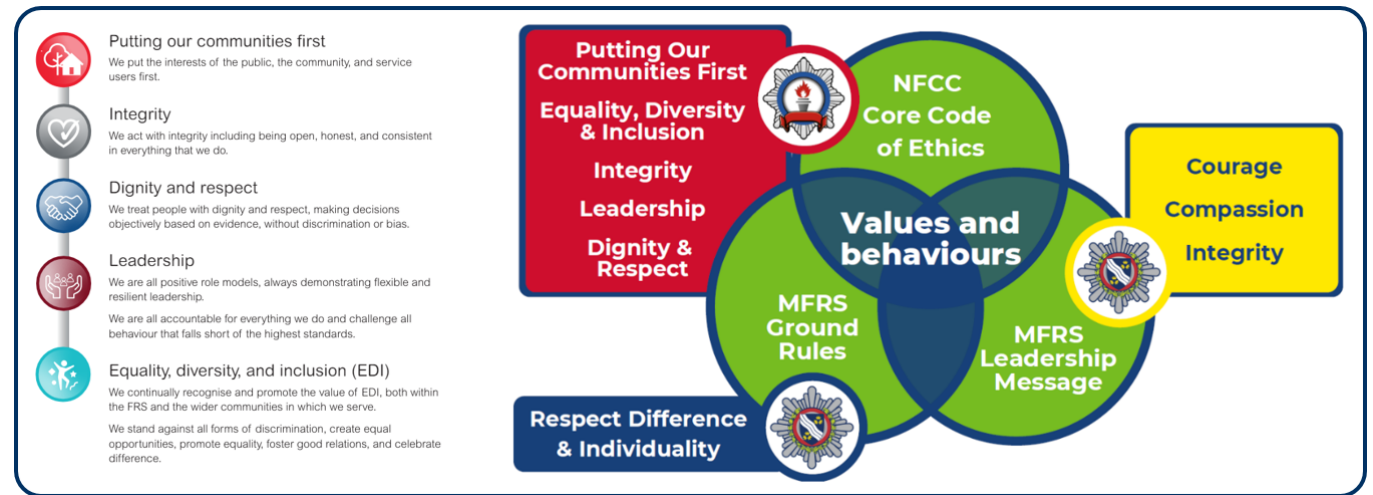
- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

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 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 OTHERS

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
Service Delivery	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
Org. Effectiveness	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.

Date job profile prepared / revised:

September 2025

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	District Admin Supervisor	Team:	Protection
Salary:	Grade 8	Directorate:	Protection Team
JE Reference:	A304		

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
Good level of literacy and numeracy	ESSENTIAL	A, I & PD
Typing, word processing or general IT qualification (e.g. ECDL or similar) especially in Microsoft Word or Office	ESSENTIAL	A
GCSE Mathematics and English Language Grade C or above (or equivalent)	DESIRABLE	PD
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
Experience of managing the performance of teams	ESSENTIAL	A& I
Experience of working as part of a team	ESSENTIAL	A& I
Experience of training internal staff on internal working practices	ESSENTIAL	A& I
Experience of monitoring and reporting on workload status	ESSENTIAL	A& I
Experience of conducting presentations or communicating specific information to internal groups	DESIRABLE	A& I
Minute taking experience	DESIRABLE	A& I
Knowledge of Protection processes and procedures	DESIRABLE	A& I
Knowledge of MFRS Protection activities	DESIRABLE	A& I
Understanding of Data Protection legislation	DESIRABLE	A& I
SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
Excellent interpersonal skills with the ability to communicate effectively both verbally and in writing with a wide range of people in a clear and accurate manner	ESSENTIAL	A& I
Strong creative and analytical skills with regards to problem solving	ESSENTIAL	A& I
Methodical and organised approach to work	ESSENTIAL	A& I
Accuracy and attention to detail	ESSENTIAL	A& I
Good team player, able to contribute to the overall aims and objectives of the team	ESSENTIAL	A& I
Ability to manage multiple activities within agreed SLA's	ESSENTIAL	A& I
Excellent time management skills with the ability to prioritise	ESSENTIAL	A& I
Strong customer focus and a desire to deliver a quality service	ESSENTIAL	A& I
Ability to deal with confidential information in a professional and appropriate manner	ESSENTIAL	A& I
Highly motivated	ESSENTIAL	A& I
Excellent IT skills in the use of Microsoft Outlook, Word and Excel	ESSENTIAL	A& I
Full manual driving license	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
Meet the medical and fitness standard required for the role	ESSENTIAL	MFRS
Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the form of a standard disclosure barring service check)	ESSENTIAL	MFRS
Ability to demonstrate initiative and challenge where appropriate	ESSENTIAL	MFRS

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