

Our vision – To be a world class fire and rescue service for London, Londoners and visitors.

Generic FRS B Recruitment

Recruitment to jobs at this grade will relate to the selection criteria at the end of this job description, except for a very few posts, which are more specialist. As most FRS **B** job descriptions for posts across the Brigade are very similar, this job description has been prepared to give guidance to applicants on the typical duties and responsibilities required for FRS **B** grade administrative posts. However, some duties may vary for the specific post which a successful applicant is offered, depending on the work of the section to which the postholder is allocated, and a job description for the individual post will be provided at the time the contract of employment is issued.

Job Description

JOB TITLE	Administrative Assistant
EMPLOYER	London Fire and Emergency Planning Authority
GRADE	FRS B
DIRECTORATE	As allocated
DEPARTMENT	As allocated
SECTION	As allocated
LOCATION	As allocated
REPORTS TO	As allocated
DIRECT SUPPORT STAFF	As allocated

How this role contributes to our vision

To provide a range of administrative duties. To ensure systems both manual and computerised are maintained and to deal with staff at all levels courteously and efficiently.

MAIN DUTIES AND RESPONSIBILITIES

1. Administrative Support

- 1.1 To provide administrative support as required.
- 1.2 To plan and organise work to ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines to the appropriate person.

- 1.3 To undertake basic research on a range of issues, as directed, and to provide summaries of findings to senior managers.
- 1.4 To answer the telephone politely and efficiently and help callers with their requirements ensuring high levels of customer care.
- 1.5 To receive and assist visitors, both internal and external, identifying their requirements and helping them to achieve the purpose of their visit.
- 1.5 To answer letters, e-mails and other communications promptly and efficiently, passing on information as necessary.
- 1.6 To produce standard correspondence on a range of issues and ensure the accuracy of the information to individuals prior to dispatch.
- 1.7 To organise and clerk meetings, prepare agendas and minutes for distribution and attend meetings as required, taking accurate notes and undertaking any follow up action as required .
- 1.8 To assist in administration of the Brigade's Absence control system.
- 1.9 To be responsible for the ordering and receipt of required items using the Brigade's Purchase Order Management System (POMS).

2. Management Information and Systems

- 2.1 To use, review, and assist in the development of office systems both manual and Computerised, and suggest any necessary improvements.
- 2.2 To maintain records and make these available as necessary, either on a regular basis or in response to special requests.
- 2.3 To produce business documents as required using the Brigade's standard software. Write routine correspondence and brief reports appropriate to the work undertaken.
- 2.4 To produce paperwork for meetings, writing agendas and notes of proceedings as directed.
- 2.5 To assist with the monitoring of budgets and the collation and provision of statistical Management information.
- 2.6 To assist with data analysis, identify and implications for the management of the group, and make recommendations.
- 2.7 To ensure that data is managed in accordance with the Authority policy and that Confidentiality is maintained in all matters, in particular with regard to the Data Protection Act.
- 2.8 To use computers in accordance with the Brigade's policy on Use of Computers.

3. To create and maintain effective working relationships

- 3.1 To establish and maintain considerate and polite working relationships with other

members of staff.

- 3.2 To take accurate messages for other members of staff and pass them on quickly and efficiently. Also pass on any other essential information to colleagues in the same way.

4. Staff and self Management

- 4.1 To supervise and delegate work to support staff ensuring they are trained and developed as appropriate.
- 4.2 Identify and agree personal development needs, identifying opportunities and discussing them with managers. Monitor own performance against agreed indicators and objectives.
- 4.3 To support the training and professional development of staff and assess the effectiveness of training and development provided, identifying individual and team development training needs.
- 4.4 Manage the performance and development of both staff and self to meet required service levels and quality standards with due regard to Brigade policies.

5. Equalities and Health and Safety

- 5.1 Organise own work area to minimise risk to self and others, report hazards to appropriate persons, operate equipment following agreed procedures, report accidents and emergencies in accordance with established procedures.
- 5.2 Undertake display screen equipment duties in accordance with Brigade policy and regulations governing their use.
- 5.3 Ensure that you perform your work and manage and development staff according to the Brigade's Equality at Work and Health and Safety policies and Codes of Practice.

6. General

- 6.1 To participate on behalf of the Brigade in selection interviews as an HR representative.

NOTE: In addition to the duties set out above you may from time to time be required to undertake extra duties necessary to meet the demands of the Brigade. Such duties to be commensurate with the responsibilities and grading of the post.

Date: 28 July 2008

Selection Criteria for: Administrative Assistant (generic)

Grade: FRS B

1. EXPERIENCE

- 1.1 Experience of working flexibly as part of a team.**
- 1.2 Experience of using a range of IT applications and office systems both manual and computerised.**
- 1.3 Experience of organising, planning and prioritising work and ensuring that deadlines are met.**

2. SKILLS

- 2.1 The ability to communicate clearly, appropriately and accurately in writing, by telephone and in person.**
- 2.2 The ability to liaise effectively and appropriately with staff at all levels and to ensure good customer care practice.**
- 2.3 Numerical skills sufficient to perform simple calculations in order to monitor budgets, process expenses and other claims and invoices and maintain inventories.

3. KNOWLEDGE

- 3.1 An awareness of the ways in which support staff can be supervised and developed effectively.
- 3.2 An understanding of the reasons for the need to maintain appropriate confidentiality and security of data and other sensitive material, and how this can be achieved in an office environment.**
- 3.3 Knowledge of the reasons for having an equalities policy, why it needs to be observed in all areas of work, and a good understanding of appropriate behaviour to support this policy.
- 3.4 An awareness of good health and safety practice in the workplace.

Note: These are the criteria against which your suitability for the post will be assessed. You must show clearly in your application how your experience, skills and knowledge meet each of the highlighted selection criteria or all if none are highlighted. If you do not address the relevant criteria on your application form it will not be possible to shortlist you. Please note that if shortlisted you will be required to address all criteria when interviewed.

Date: 28 July 2008