

Job Description

# **Job Title:**

Administrator – Leadership and Development Centre

# **Responsible To:**

Head of Administrative Support

# **Responsible For:**

N/A

# **Grade:**

Scale 4, Spinal Column Point 9 – 13, £26,409 - £28,163

# **Hours:**

36.25 hours per week (Monday to Friday)

# **Location:**

Leadership and Development Centre, West Way, Euxton, Chorley, PR7 6DH

# **Other terms and conditions:**

* National Joint Council for Local Government Services (Green Book)
* A Flexi Time Scheme is in operation

# **Special Requirements**

* It is a requirement of the post that the post holder will be able to attend evening and weekend meetings/events as required.
* This role is subject to a Standard Check by the Disclosure and Barring Service.

# **Our Aim**

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

# **Our Priorities**

* Valuing our people so they can focus on making Lancashire safer.
* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values ‘Strive’ reflects the behaviours we expect from our staff:

* Service: Making Lancashire safer is the most important thing we do.
* Trust: We trust the people we work with.
* Respect: We respect each other.
* Integrity: We do what we say we will do.
* Valued: We actively listen to others.
* Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

* Putting our communities first: we put the interest of the public, the community and service users first.
* Integrity: we act with integrity including being open, honest and consistent in everything we do.
* Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
* Leadership: we are all positive role models, always demonstrating flexibility 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: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service’s 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.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan.](https://www.lancsfirerescue.org.uk/about/publications/community-risk-management-plan-2022-2027)

# **Job Role**

The role of the administrator at LDC (Leadership and Development Centre) is to contribute to the work of Lancashire Fire and Rescue Service by providing administrative support to the LDC Department and the administrative function of Lancashire Fire and Rescue Service as required.

# **Responsibilities**

* Deliver a helpful positive customer focused service and present a positive impression of LFRS to both internal and external customers.
* Deal effectively with enquiries and requests for services or information.
* Maintain/manage Training Department, Finance and Reception inboxes.
* Schedule, monitor, book, and assist with queries for Breathing Apparatus (BA) assessments.
* Schedule, monitor, book, and assist with queries relating to training including Crew Refresher training.
* Register, record results and deal with queries for Centre Approvals, Rescue 3 Europe, Skills for Justice, Ascentis, Institute of Leadership and Management (ILM) and others as required.
* Provide course management of the Driving School; including monitoring the number of courses, expiries, and updating of skill sets on the electronic Learning Management System (eLMS) and Gartan.
* Maintain the Services Course Management System (eLMS).
* Register and assist with queries for student courses and E-learning.
* Assist with the organisation of pre-retirement courses, collate information and deal with queries.
* Maintain Training Schedule, Crew/BA Schedule and Associate Trainer list on RADAR.
* Provide a range of administrative support functions including word processing, minute taking, preparation of student notes, booking LDC facilities, preparation of course programmes and a variety of course administration as required.
* Undertake routine office duties including answering the telephone/ reception duties, sorting and processing the post, photocopying, scanning and sending etc.
* Provide day to day administrative support to training staff at LDC.
* Provide support to other administrative colleagues undertaking duties of a similar level ensuring all administrative activities are completed by the team.
* Undertake administration of the Oracle Fusion Procurement system, requisitioning, processing invoices for payment and expediting outstanding orders to ensure timely delivery of goods.
* Attend meetings and taking notes/minutes as required.
* Produce reports of data relating to training activity as required.
* Provide support/carry out tasks required by the Head of Administrative Support.
* Demonstrate a commitment to personal development and actively participate in the appraisal process.
* To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
* Promote a positive image of the Service in dealing with all other organisations and members of the public.
* To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equality, Diversity, and Inclusion Policy at all times.
* To observe all rules governing health and safety and use safety equipment where it is provided.
* To support LFRS in its commitment to prevent pollution and minimise its impact on the environment.
* The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

# **Employee Specification**Please note all criteria are essential unless otherwise stated.

# **Qualifications**

* 4 GCSE’s at Grade ‘C’ or above or equivalent (one of which should be English Language) or equivalent qualifications e.g. Level 2.

# **Experience**

* Experience of working as part of a team.
* Experience of working with computerised systems to record and maintain a variety of data accurately.
* Experience of working flexibly to provide an efficient and effective support service.

# **Knowledge, Skills, and Abilities**

* Ability to word process at a minimum speed of 30 words per minute.
* Excellent customer care skills and the ability to prioritise the needs of the customer.
* Excellent organisational skills.
* Ability to maintain accurate computerised and manual documents and records.
* Excellent working knowledge of Microsoft Office, including the ability to produce a range of documents using Microsoft Word.
* Ability to work on own initiative with minimum supervision.
* Ability to prioritise workloads to ensure effective and efficient provision of administrative services.
* The ability to apply a knowledge of safeguarding (as appropriate to the role)
* The ability to apply knowledge of health and safety as it is applicable to the job role.
* A commitment to inclusion, equality, and diversity.

# **Desirable**

* BTEC Higher National Certificate in an administrative subject.

# **Special Requirements of the Post**

* It is a requirement of the post that the post holder will be able and be prepared to attend evening and weekend meetings/events as required.

# **Terms and Conditions**

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# **Location:**

Leadership and Development Centre, West Way, Euxton, Chorley, PR7 6DH

# **Car Parking:**

Free Car Parking Facilities are available at Leadership and Development Centre.

# **Pension:**

Local Government Pension Scheme

# **Annual Leave Entitlement:**

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows: -

Up to spinal column point 13

0-5 years: 23 days

5-9 years: 28 days

10 years and above: 28 days

Plus, bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

# **Other Terms and Conditions:**

* National Joint Council for Local Government Services.
* Lancashire Fire and Rescue Service operates a flexi-time scheme.

# **Car Categorisation**

None

# **Clearances:**

* Satisfactory references
* Standard Disclosure and Barring Service Check
* Occupational Health Assessment

It is unacceptance for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues.

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.