

## JOB PROFILE

<b>JOB TITLE:</b>	Community Risk Management SHQ Administrator
<b>SALARY GRADE:</b>	Grade 4
<b>SALARY RANGE:</b>	£16,781 - £17,772
<b>J E REFERENCE:</b>	A305
<b>DIRECTORATE:</b>	Community Risk Management
<b>TEAM:</b>	Community Risk Management Admin
<b>LOCATION OF WORK:</b>	Service Headquarters
<b>HOURS OF WORK:</b>	35
<b>DIRECTLY RESPONSIBLE TO:</b>	Community Risk Management Admin Supervisor
<b>DIRECTLY RESPONSIBLE FOR:</b>	The post holder is sometimes required to supervise employees within the Community Risk Management Admin Team.

### JOB SUMMARY

To assist in process / change management and to support the CRM Admin Supervisor in providing an administrative service to the Community Risk Management (CRM) directorate.

### MAIN DUTIES / RESPONSIBILITIES

1. Provide training to CRM Admin staff, ensuring that the training given is fully understood. Monitor that it is used effectively and identify any further training needs.
2. Contribute to the creation and update of process maps, suite of services, training materials, working instructions and quality monitoring checklists.
3. To provide assistance on research and projects as required.
4. Use IT programs to support departmental processes and provide a variety of administrative services, particularly if they are of a complex nature.
5. Maintain adequate stationery stock and re-order when necessary using the E-Procurement system.
6. Support CRM District Admin staff with workload, when necessary.
7. Support system testing, as directed by CRM Admin Manager.
8. Deputise for the CRM Admin Supervisors.
9. To support the processing of licensing and certification fee collections.
10. Any other administration and support duties commensurate to the role.
11. Attend meetings as required, i.e. with internal customers and ICT.

It is essential that all employees of Merseyside Fire & Rescue service both operational and non operational are committed to, encourage and promote the values of MFRS and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. The Authority expects all of its employees to have and be able to demonstrate the following personal values:

#### Responsibility

Being self disciplined, taking ownership of and problems, making things happen, trying to make a difference.

#### Social Empathy

Being interested in people, displaying empathy, embracing diversity, community focused.

#### Constructive Challenge

Being willing to challenge but not obstructively, commitment to improvement.

#### Mutuality

Identifying with team, organisation and community, displaying team commitment, willing to stand up against peer pressure when appropriate, acknowledging other's right to differing opinions.

#### Pragmatism

Aspiring to excellence whilst being realistic in expectations, being practical and solution focused.

#### Openness to Experience

Receptive to learning opportunities and personal development, seeking out new experiences, interested in people and situations that are less familiar, taking a broad view on things, seizing opportunities.

### **INTERPERSONAL & COMMUNICATION SKILLS**

The post holder is regularly required to motivate and / or train other members of staff.

The exchange of complicated and / or sensitive information is a requirement of the post, both orally and in writing, with two or three different types of audience. As the post holder will be required to analyse each of the different stages when developing a process for a team within P&P Directorate, which will include exchanging this information with other people.

The information can sometimes be both complex and potentially contentious, as when developing a process - this can be contentious as it can have implications on fellow employees that the post holder will be required to keep the confidential.

### **RESPONSIBILITY FOR SUPERVISION**

The post holder is sometimes required to supervise Authority employees, but this is not an on-going responsibility. The post frequently involves the demonstration of duties to, giving advice and guidance to, or the training of other employees.

### **RESPONSIBILITY FOR PHYSICAL RESOURCES**

The post holder's main responsibility for physical resources is for manual and / or computer information or systems and he / she has to adapt, design, develop or procure information systems for use within his/her own service i.e. he / she will be required to develop and design spreadsheets and other databases to be used by the P&P team

The post holder also has a responsibility for supplies and / or stocks, but this does not include any responsibility for their procurement or ordering. He/she is personally responsible for the safekeeping or

security of a high value range of these supplies or stocks.

#### **CORE REQUIREMENTS – EQUALITY & DIVERSITY, HEALTH & SAFETY, CONFIDENTIALITY & DATA PROTECTION**

To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Fairness at Work and Ground Rules, and for promoting an environment of dignity and respect amongst colleagues.

It is the policy of Merseyside Fire & Rescue Authority (MFRA) to provide, maintain and seek continual improvement of, as far as is reasonably practicable, a safe working environment for all of its employees and for others that may be affected by its activities. Everyone has a personal responsibility for their own safety and health, for others in the workplace and for the environment in which they work. It is, therefore, the duty of every employee whilst at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;

Confidentiality / data protection regarding all personal information and Authority activity must be maintained at all times (both in and out of work). The post holder must be able to recognise the importance and sensitivity of issues, ensuring that confidentiality is maintained at all times. All employees should ensure that they are familiar with and adhere to the Authority's data protection policy.

#### **REVIEW ARRANGEMENTS**

The details contained in this job profile reflect the content of this job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job profile from time to time and will consult with the post holder at the appropriate time.

<b>Date job profile prepared / revised:</b>	<b>12.1.2018</b>
<b>Prepared / revised by:</b>	<b>A. Smith</b>