

Person Specification

Job Title	FSD Senior Advisor	Team	Fire Service Direct
Salary Grade	Grade 4	Directorate	Community Risk Management
Job Evaluation Reference No			

	Qualifications & Training	Essential	Desirable	Assessment
	Good level of education in English & Mathematics.	✓		P D
	Experience	Essential	Desirable	Assessment
	Previous experience working in reception / call centre work.	✓		A & I
	Experience in dealing with phone calls.	✓		A & I
	Previous experience of dealing with enquiries from the general public.	✓		A & I
	Experience of using Goldmine software.		✓	A & I
	Knowledge	Essential	Desirable	Assessment
	Knowledge of relevant legislation, i.e. Data Protection etc.	✓		A & I
	Knowledge of the communities in Merseyside.		✓	A & I
	An understanding of the consequences of fire.		✓	A & I
	Knowledge of the aims and objectives of Merseyside Fire and Rescue Service and Community Risk Management.		✓	A & I
	Skills	Essential	Desirable	Assessment
	Good interpersonal skills with the ability to communicate effectively verbally with a wide range of people in a clear and accurate manner.	✓		A & I
	Good persuasion skills.	✓		A & I
	Good customer service skills	✓		A & I
	Excellent telephone manner.	✓		A & I
	Ability to work to deadlines.	✓		A & I
	Ability to work independently.	✓		A & I
	Ability to work well within a team.	✓		A & I
	Highly motivated.	✓		A & I
	Accuracy and attention to detail.	✓		A & I

	Ability to use a keyboard with both precision and speed.	✓		A & I
	Good I.T. skills including the use of Microsoft Word, Excel, database packages and crystal reports.	✓		A & I
	Good literacy skills.	✓		A & I
	Work Related Circumstances	Essential	Desirable	Assessment
	To work Flexibly Mon – Fri to ensure appropriate staffing levels within FSD.	✓		A & I

Key to assessment methods: A – Application form AC - Assessment Centre I - Interview PD - Produce Documentation
P – Presentation T- Test MF&RS - MF&RS will process enhanced CRB application upon offer of conditional employment.

Date person specification prepared 1/2/17
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