

Job Description

# **Job Title:**

Property Administrator (Temporary for up to 18 months)

# **Responsible To:**

Head of Property

# **Responsible For:**

# None

# **Grade:**

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

# **Hours:**

36.25 hours per week

# **Location:**

Lancashire Fire and Rescue Service, Service Headquarters, Garstang Road, Fulwood PR2 3LH

# **Other terms and conditions:**

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

# **Special Requirements**

* It is a requirement of the post that the post holder holds a current category ‘B’ (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue 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 Property Administrator is to contribute to the work of the Lancashire Fire and Rescue Service by providing a range of administrative support services to assist in the efficient running of the Property department and the estates of LFRS.

# **Responsibilities**

* To support the operation of an efficient and effective Property service through the provision of administrative support.
* Meet and greet visitors to the department and ensure that signing in procedures have been implemented.
* Respond to incoming Helpdesk enquiries and requests and ensure an appropriate and professional response is provided with a focus on high quality customer care.
* Accurately record Helpdesk requests within the relevant department property filing structure and / or CAFM system; ensuring sufficient data is accurately captured,
* ensure timely responses and updates are provided to requestors, monitor the progress of tasks through to completion, chasing suppliers as necessary and escalating to technical colleagues and management as deemed required.
* Ensure that works tasks are allocated to the appropriate supplier as required in order of priority. Using initiative, experience and advice from technical colleagues in the department to determine the priority requirements for actioning defects.
* Assist and support contractors who contact the department for access information to stations. Ensure that physical keys and access cards are signed for and returned. Chase individuals to return when not returned as expected.
* Assist technical colleagues with the administrative tasks relating to the Health and Safety requirements for allowing suppliers to gain access to site. Review and assist with management of the contractor induction process and ensure record keeping in relation to submitted Risk and Method Statements.
* Contribute to the development of the migration of data from existing departmental structures into the new Microsoft 365 suite of applications and department structures. Take a positive and proactive approach to the implementation of M365 within the department, assisting and supporting with cleansing existing data, assisting and supporting with developing new filing structures, liaising with colleagues in other departments, adhering to service orders and guidance documents, ensuring compliance with information and data retention policies.
* Undertake administrative tasks required in relation to CAFM system, inputting , uploading and managing the system as necessary. Take a proactive role and approach with introducing new practices and procedures in relation to the CAFM system.
* Undertaking administrative tasks in relation to LFRS Finance system and internal department budgetary control, raising invoices, raising requisitions against relevant budget codes, providing purchase order numbers to suppliers as necessary, obtaining approval from requestors to receipt invoices for payment, auditing and querying invoices and chasing credits, adhering to requirements of Finance requirements such as month and year end accruals and in compliance with service orders.
* Assisting technical colleagues in administrative tasks in relation to contract management of suppliers in relation to hard and soft facilities management and ensuring works are undertaking in accordance with contracts, statutory requirements and service requirements; ensure that internal schedules, documents and filing are up to date.
* Assisting technical colleagues with the monitoring of the day to day performance of suppliers, raising issues as they become apparent.
* Collate information from SHE department in relation to property defect and maintenance issues, discuss with technical colleagues as appropriate and raise work orders to the appropriate contractors.
* Take responsibility for the maintenance of the folders containing details for the department Business Continuity Plan, review and update on a regular basis.
* Take responsibility for duties relating to department incoming and outgoing post.
* Where requested to prepare documents, letters, PowerPoint presentations etc , ensure that current service templates are utilised and that formatting is in accordance with current service requirements eg accessibility guidelines and corporate branding guidelines.
* Manage the information shared on the Engine House Sharepoint site for the Property department, updating as necessary with revisions and additions of new and relevant information. Take a proactive role in the maintenance and data shared on the site. Ensure that data uploaded adheres to service requirements and service orders.
* Attend and contribute to team briefings, team meetings, departmental meetings, principal officer meetings and any other service meetings as requested and in the format of meeting as requested by the organiser.
* Provide general administrative support to the department as required, to include minute taking, digital filing, physical filing, calendar management, arranging meetings, booking rooms, stationery and ad-hoc equipment and supplies ordering, printing and copying.
* Establish and maintain effective communications and working relationships with colleagues within the department and wider organisation. Adhering to STRIVE values at all times.
* Adhere to service policies and procedures relating to the administrative tasks relating to the effective and efficient operation of the department.
* Demonstrate a commitment to personal development and actively participate in the annual appraisal process
* Promoting a positive image of the Service in dealings with all other organisations and members of the public.
* To observe all rules governing Health and Safety and all safety equipment where it is provided.
* To promote the principles of equality and diversity and comply with Lancashire Fire and Rescue Service Equal Opportunities policy at all times.
* To be aware of the LFRS Safeguarding Procedures and to make referrals as appropriate to the role.
* 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. (Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their acts or omissions.)

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

# **Qualifications**

* 4 GCSE’s at Grade C or above or equivalent qualifications one of which should be English Language)

# **Experience**

* Previous office experience
* Experience of operating a range of administrative systems and procedures, both manual and computerised
* Experience of using Microsoft packages including Excel

# **Knowledge, Skills, and Abilities**

* Ability to communicate effectively with external contractors and internal stakeholders at all levels both oral and writtne
* Working knowledge of Microsoft Office packages
* Working knowledge of information technology systems
* Keyboard Skills
* Ability to prioritise workloads and meet deadlines
* Ability to work as part of a team
* 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**

* Experience of working with finance systems
* Experience of the application of health and safety in relation to Construction
* Experience in facilities management and/or a related facilities qualification and/or willingness to work towards which may assist in the role.

# **Special Requirements of the Post**

* It is a requirement of the post that the post holder holds a current category ‘B’ (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service as detailed in the terms and conditions of the post, see further details.

# **Terms and Conditions**

# **Job Title:**

Property Administrator

# **Responsible To:**

Head of Property

# **Grade:**

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

# **Hours:**

# 36.25 hour per week

# **Location:**

Lancashire Fire and Rescue Service, Service Headquarters, Garstang Road, Fulwood PR2 3LH

# **Car Parking:**

Free Car Parking Facilities are available at Service Headquarters

# **Pension:** Local Government Pension Scheme Fire Fighters 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

Spinal Column Points 14-19

0-5 years: 26 days

5-9 years: 28 days

10 years and above: 29 days

Spinal Column Points 20-36

0-5 years: 28 days

5-9 years: 28 days

10 years and above: 31 days

Spinal Column Point 37 and above

0-5 years: 29 days

5-9 years: 29 days

10 years and above: 32 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.
* Ad Hoc Car User

# **Car Categorisation**

Ad Hoc plus paragraph below

Current Category ‘B’ (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

(It is also a requirement that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.)

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the “Lancashire Fire and Rescue Service Ad Hoc Car User Scheme”.

The vehicle provided must be fit for purpose and meet the following requirements:

* Valid MOT test certificate.
* Maintained in accordance with the manufacturer’s recommendations, kept in good condition and be always fully road legal.
* Insured for you to drive on official business journeys.
* It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. (However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.) Optional

# **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. (Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or well-being of others by their act or omissions.) Optional for uniformed grey and green book staff

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.