

**JOB DESCRIPTION**  (Form HRJDES Jan 2021)

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| **Job Title** | Member Services Officer |
| **Post Number** |  |
| **Responsible To** | Principal Member Services Officer |
| **Responsible For** | None |
| **Grade** | Grade 6, £24,982 – £29,577 (pro rata)  spinal column points 18-25 |
| **Hrs** | 36.25hpw |
| **Location** | LFRS Headquarters, Garstang Road, Fulwood, Preston,  PR2 3LH |
| **Other terms and conditions** | National Joint Council for Local Government Services  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 LFRS. (Optional). |

**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**

* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Valuing our people so they can focus on making Lancashire safer.
* 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.

‘**STRIVE’** reflects the Service’s on-going desire to make great effort to achieve our purpose of making Lancashire safer:

**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.

You can read our full [Integrated Risk Management Plan](https://www.lancsfirerescue.org.uk/wp-content/uploads/2018/04/Integrated-Risk-Management-Plan.pdf)

Job Role

The role of the Member Services Officer is to contribute to the work of the Lancashire Fire and Rescue Service and the Lancashire Combined Fire Authority through the preparation of agendas, reports and minutes of meetings of the Authority, Committees and Working Groups and the provision of general support to Elected Members.

Meetings are being held virtually via Microsoft Teams during the coronavirus pandemic. At some point, there may be a return to in-person meetings or a combination of virtual and in-person meetings. In person meetings are usually held at Service Headquarters or Service Training Centre in Euxton, Chorley.

It is expected that the role will be carried out within the framework of policies and procedures determined by the Combined Fire Authority and Fire and Rescue Service Executive Board.

Responsibilities

* To contribute to the management and co-ordination of the Authority’s decision‑making processes, to support Elected Members and the organisation;
* To be responsible for servicing Committees and Working Groups of the Combined Fire Authority as directed by the Principal Member Services Officer. This includes arranging and attending meetings, preparing agendas, drafting minutes and reports, facilitating virtual meeting participation and live streaming, providing constitutional advice and leading on specific projects arising from the decision-making processes;
* To process and record committee correspondence and ensure the efficient organisation of Committee papers;
* To undertake associated executive action and administrative work arising from the democratic processes;
* To prepare reports for Committees and Working Groups;
* To be responsible for the Authority’s minutes, agenda and decision-making records;
* To liaise throughout the organisation, with Elected Members, the leadership team and the general public on relevant matters;
* To assist with any other areas of responsibility in relation to democratic services;
* To provide practical and procedural advice to Elected Members and staff;
* To deal with miscellaneous queries from Elected Members, staff and the general public;
* To arrange briefing meetings for Elected Members;
* To ensure that, where required, decisions taken at meetings are actioned and arranging for the cross-flow of information between Committees;
* To check and process Elected Member mileage and subsistence claims;
* To undertake research, analysis and evaluation as required;
* To maintain the Authority’s web pages;
* To maintain Elected Member records in relation to the Authority’s Code of Conduct;
* To be responsible for developing and undertaking Member Training and Development including the maintenance of training standards and the production of the Authority Handbook;
* 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 LFRS 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.

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| **Document Control** | |
| Final JD/ES Departmental Approved by: | Head of Media and Corporate Comms |
| Final JD/ES HR Approved by: | Head of HR |
| Date | April 2021 |

It is unacceptable for any LFRS 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**

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| **Member Services Officer** | | | |
| **Qualifications** | **Essential** | **Desirable** | **Assess By** |
| 3 GCSE’s including English Language at Grade C or above, or equivalent | x |  |  |
| BTEC Higher National Certificate (HNC) / Edexcel in an administrative subject, or NVQ at Level 4 in an administrative subject or an equivalent level qualification | x |  |  |
| **Experience** |  |  |  |
| Experience of working within committee/board/panel administration | x |  |  |
| Experience of providing secretarial or administrative support | x |  |  |
| Experience of using the Microsoft Office suite of products | x |  |  |
| **Knowledge, Skills and Abilities** |  |  |  |
| Ability to take accurate and detailed minutes which need little or no editing | x |  |  |
| Effective organisation and time management skills | x |  |  |
| Ability to draft committee reports clearly concisely and to a high standard | x |  |  |
| Excellent written skills | x |  |  |
| Ability to work under own initiative and as part of a team | x |  |  |
| The ability to exercise confidentiality and demonstrate sensitivity to political issues | x |  |  |
| The ability to work confidently with Members of the Fire Authority and the Leadership Team | x |  |  |
| Numeracy skills including the ability to calculate expenses | x |  |  |
| Effective interpersonal skills including tact, diplomacy and integrity | x |  |  |
| The ability to apply knowledge of health and safety as it is applicable to the job role. | x |  |  |
| A commitment to inclusion, equality and diversity. | x |  |  |
| **Special Requirements of the Post** |  |  |  |
| Knowledge of safeguarding (as appropriate to the role) |  |  |  |
| Some of the serviced meetings require attendance at our Service Training Centre at Euxton, Chorley | x |  |  |

**KEY**

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| A -Application | I-Interview | V-Verification | T-Test | P-Presentation | R-Reference |



**Terms and Conditions**

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| **Job Title** | Member Services Officer |
| **Responsible To** | Principal Member Services Officer |
| **Grade** | Grade 6, Scp 18-25, Salary £24,982 - £29,577 |
| **Hrs** | 36.25hpw |
| **Location** | Democratic Services, LFRS Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH |
| **Car Parking** | Free Car Parking Facilities are available at LFRS Service Headquarters. |
| **Pension** | Local Government Pension Scheme |
| **Annual Leave**  **Entitlement**  Pro-rata for part-time employees | 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:-   |  |  |  |  | | --- | --- | --- | --- | | Spinal Column Point | 0 – 5 years | 5 – 9 years | 10 years + | |  |  |  |  | | Up to 11 | 22 | 27 | 27 | | 12-21 | 25 | 27 | 28 | | 23-34 | 27 | 27 | 30 | | 35 and above | 28 | 28 | 31 |   Plus bank holidays, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at LFRS Service HQ 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.  LFRS operates a flexi-time scheme.  Adhoc Car User |
| **Car**  **Categorisation** | Ad hoc Car User  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. |
| **Clearances** | Satisfactory references  Occupational Health Assessment (External candidates or different role) |
| It is unacceptable for any LFRS 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, LFRS 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 confidentially. 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. | |