

**JOB DESCRIPTION**

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| **Job Title** | HEAD OF ADMINISTRATIVE SUPPORT |
| **Responsible To** | Director of Corporate Services |
| **Responsible For** |  |
| **Grade** | 9 SCP 36-39 £38,8132 - £41,675 |
| **Hrs** | 36.25hpw |
| **Location** | Centralised Administrative Resource, LFRS Service 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 |
| **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 as detailed in the terms and conditions of the post see further details.  It is a requirement of the post that the post holder will be able and be prepared to attend evening meetings where required. |

**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 here: [Integrated Risk Management Plan](https://www.lancsfirerescue.org.uk/wp-content/uploads/2018/04/Integrated-Risk-Management-Plan.pdf)

**Job Role**

The Head of Administrative Support will provide direction in relation to the activities of the Administration teams throughout the Service by:

* Taking ownership of all administrative support tasks implemented throughout the Service.
* Ensuring continuous business improvement throughout the Service
* Contributing as a member of the Service Management Team
* Ensuring a customer focused administrative service which supports the delivery of key LFRS objectives.

The post holder will be required to deliver within the framework of policies and procedures determined by the Combined Fire and Rescue Authority and Executive Board.

These are to be carried out within the framework of policies and procedures determined by the Combined Fire Authority and Fire and Rescue Service Management Team.

Core Responsibilities

* In conjunction with the Director of Corporate Services develop a comprehensive strategy for Service Support to sustain defined organisational aims and objectives.
* Ensure the delivery of efficient, resilient and responsive Service Support resources to aid the day to day business of Lancashire Fire and Rescue Service personnel.
* Take overall responsibility for Administration throughout Lancashire Fire and Rescue Service and primarily through:
* Service Delivery Administration (Area Admin Offices).
* Centralised Administration Office at SHQ and TOR.
* Contact Centre.
* Develop an annual departmental plan and operating budget and ensure that all targets are met.
* Monitor performance to ensure the highest level of quality and customer service is provided.
* Prepare, implement and review policies, procedures and standards relating to the provision of Service Support.
* Drive forward business improvement, efficiency and change within Lancashire Fire and Rescue Service.
* Provide line management to the Service Support Manager and Office Manager.
* Manage the Gartan Duty System Availability and Payroll systems. Liaising with Gartan technologies and internal working groups to ensure continuous improvements are made to the system in line with LFRS requirements.
* Project Manage the Contact Centre approach to the processing, assessment and booking of Home Fire Safety Checks. Liaising with outside agencies and internal departments to ensure continual business improvement.
* Lead LFRS Fire Authority representative for PFI Stations. Liaise with NWFR Project Manager and providers to ensure that upkeep, maintenance and defect rectification is progressed.
* Provide support and advice on projects that require an element of business analysis and improvement.
* Ensure the provision a customer focused and responsive administrative function.
* Adopt and promote a positive approach to health and safety and equal opportunities.
* 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.

Further Information

Car Specification

You are required to hold a 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.

If using your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the LFRS 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 manufacturers recommendations, kept in good condition and be fully road legal at all times
* 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.

Drug and Alcohol Use:

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.

**EMPLOYEE SPECIFICATION**

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| **Head of Administrative Support** | | | |
| **Qualifications** | **Essential** | **Desirable** | **Assess By** |
| Degree or equivalent in business or business related discipline or professional qualification in a relevant field or substantial experience in a relevant professional capacity | **x** |  | **A,V** |
| **Experience** |  |  |  |
| Experience of managing a team in a busy Service Support environment | **x** |  | **a,i,** |
| Experience of operating a wide range of administrative systems and processes relative to the role | **x** |  | **a,i** |
| Experience of implementing change and of effectively reviewing, analysing and implementing actions to improve administrative systems | **x** |  | **a,i** |
| Experience in the use of the various IT System and ensuring continuous system improvements through their use | **X** |  | **a,i** |
| Experience of managing/utilising a rota/rostering system |  | **X** | **a,i** |
| **Knowledge, Skills and Abilities** |  |  |  |
| The ability to lead, mentor, coach and develop a high performing customer focused team. | **x** |  | **A,i,** |
| Excellent verbal communication skills and the ability to influence and engage with contractors and staff at levels throughout the organisation. | **x** |  | **A,I,** |
| Well developed written skills and the ability to write reports | **x** |  | **A,i,** |
| Excellent ICT skills and the ability to use different systems including using Microsoft Office | **x** |  | **A,i,** |
| The ability to deliver change and improvements in service | **x** |  | **A,i,** |
| The ability to demonstrate a commitment to equality and diversity | **X** |  | **AI** |
| The ability to apply a knowledge of health and safety policies and principles as applicable to the role | **x** |  | **A,i,** |
| Knowledge of Safeguarding (as applicable to the role) | **X** |  | **A** |
| Knowledge of the workings of a contact centre |  | **X** | **A, I** |
| **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. | **x** |  | **A,v** |

**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** | Head of Administrative Support |
| **Responsible To** | Director of Corporate Services |
| **Grade** | Grade 9 Scp 36-39 £38,813 - £41,675 |
| **Hrs** | 36.25hpw |
| **Location** | Centralised Administrative Resource, LFRS Service Headquarters, Garstang Road, Fulwood, 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 | Scp 35 and above: 0-5 years, 28 days; 5-9 years, 28 days; 10+ years, 31 days  Plus bank holidays, plus 2 extra days which are accrued if in post at Christmas/New Year.  Staff employed at LFRS Service HQ are required to take the 2 extra days plus some annual leave to facilitate the Christmas closure. |
| **Other Terms and Conditions** | National Joint Council for Local Government Services.  LFRS operates a flexi-time scheme. |
| **Car**  **Categorisation** | 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.  Ad Hoc Car User |
| **Clearances** | Satisfactory references  Occupational Health Assessment |
| 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. 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. LFRS 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.  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. | |