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**PG**

**TBC**

**Post Specification**

**Business Support**

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| **Date** | **July 2025** |
| **Post Title** | Finance Administrator |
| **Job Family Role Profile** | **BS6** |
| **Final Grade** | **Grade 6** |

**To be read in conjunction with the job family role profile**

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| **Purpose of this post**  |
| To assist the Finance team in delivering a high quality service that meets the needs of the Cumbria Fire & Rescue Service (CFRS) by providing effective administrative financial services to support the Service in accordance with the Community Risk Management Plan**.** |
| **Key job specific accountabilities** |
| 1. To work as part of a team providing responsive, flexible and effective and efficient administrative support within the CFRS Finance team and undertake administrative tasks to support both internal and external stakeholder to ensure that our services are delivered and effectively managed.
2. Liaise with colleagues and external stakeholders as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
3. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, some of which may be challenging and require the resolution of emergency situations at short notice. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
4. To provide information and respond to queries from external and internal stakeholders and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
5. To contribute to the daily workflow supporting wider team working and providing support and instruction to colleagues and customers if required, which may include the production of reports and preparation of information to aid decision making.
6. Contribute to the continuous development of the team to achieve service level agreements in line with the Community Risk Management Plan.
7. To support service development through making recommendations for improvement which are relevant to the specific areas, including systems and procedures.
8. Monitoring, reconciling and processing transactions including using a range of systems.
9. Undertake regular maintenance of the Service finance system and administer the financial control processes.
10. Process interface files on a timely basis ensuring transactions are posted correctly and errors resolved as required.
11. To support the organisation in an emergency administrative response as required.
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| **Please note annual targets will be discussed during the appraisal process** |
| **Key facts and figures of the post** |
| **Budget Responsibilities** | * None
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| **Staff Management Responsibilities** | * Provide instruction and training for colleagues on areas of work as necessary
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| **Other** | * None
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| **Essential Criteria - Qualifications, knowledge, experience and expertise** |
| * 5 GCSE / O’Level or equivalent including English & Mathematics (E)
* NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area (E)
* Willingness to undertake training to support delivery of the service (E)
* ICT literate(E)
* Competent use of MS office software particularly Excel, E-mail and Word (E)
* Ability to work across service areas both flexibly and adaptable to change (E)
* Moderate knowledge office based working and administrative activities in a complex organisation (D)
* Experience in dealing with internal and external stakeholders. (D)
* Can demonstrate a working knowledge of processes, procedures and range of systems and how to apply them within a complex service area (D)
* Knowledge or Experience of using databases and manual record systems; (D)
* Knowledge or Experience of the maintenance of accurate records and working to deadlines (D)
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| **Disclosure and Barring Service – DBS Checks** |
| * This post does require a Standard DBS check
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| **Job working circumstances** |
| **Emotional Demands** | * Routine demands commensurate with the tasks and duties encountered in a modern office and role of this type.
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| **Physical Demands** | * Limited physical demands, commensurate with those experienced in a normal office environment.
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| **Working Conditions** | * Conditions as experienced in a normal working office environment
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| Other Factors |
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