****

**PG**

 **6557**

**Post Specification**

**Organisational**

**Support**

|  |  |
| --- | --- |
| **Date** | **Sept 2025** |
| **Post Title** | Business Administrator |
| **Job Family Role Profile** | **BS 6** |
| **Final Grade** | **Grade 6** |

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

|  |
| --- |
| **Purpose of this post**  |
| Improve the outcomes for the people of Cumbria by planning and providing effective and efficient business administrative and financial support for Cumbria Fire and Rescue Service to internal and external customers, including the organisation of resources and provision of information.  |
| **Key job specific accountabilities** |
| 1. Organise and provide responsive, flexible, effective and efficient administrative business support and undertake administrative tasks to support delivery of directorate services. Liaise with managers as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
2. Liaise with customers and other stakeholders (internal and external) ensuring a courteous and professional approach to queries, including with service users who may be challenging and 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.
3. Support the professional, safe and secure operation of buildings ensuring the facilities for customers and building users are maintained appropriately.
4. To plan and prioritise own work and support team working including allocating and checking work and providing support and instruction to colleagues if required.
5. To maintain, input, extract and report on, as required, information into and from various service specific systems including databases, spreadsheets and electronic case recording systems, (including financial information and budget reports). To provide information and respond to queries from external and internal customers, and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
6. To support service development through making recommendations for improvement which are relevant to the specific service area, including systems and procedures.
7. Provide support to identified service specific statutory and non-statutory meetings, panels and events including taking notes or minutes that record the meeting accurately, preparing papers, scheduling and organising, this may include organising transport arrangements.
8. Monitoring, reconciling and processing financial transactions including using internal finance systems, ordering general catalogue goods and hire cars, service specific purchasing and receipting, as well as monitoring and identifying potential errors with invoices, verifying payments.
9. Support the organisation in an emergency response as required.

Depending on the service area the requirement will vary, however a standard approach to service delivery will be required. |
| **Please note annual targets will be discussed during the appraisal process** |
| **Key facts and figures of the post** |
| **Budget Responsibilities** | * None
 |
| **Staff Management Responsibilities** | * Provide instruction and training for colleagues on areas of work as necessary.
 |
| **Other** | * None
 |
| **Essential Criteria - Qualifications, knowledge, experience and expertise** |
| * NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
* Willingness to undertake training to support delivery of the service
* ICT literate
* Experience of MS office software
* Experience of working within an office in a large complex organisation
* Experience in customer service and dealing with Stakeholders inc. dealing with the public
* Can demonstrate a working knowledge of processes, procedures and systems and how to apply them within a complex service area
* Proven experience of using databases and manual record systems
* Note taking and preparation of documents
* Experience of message taking and transmitting
* Proven experience of the maintenance of accurate records and working to deadlines
* Proven experience of prioritising own work
* Ability to travel
 |
| **Disclosure and Barring Service – DBS Checks** |
| * This post requires a Standard DBS check.
 |
| **Job working circumstances** |
| **Emotional Demands** | * Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – depending on service area
 |
| **Physical Demands** | * Minimal
 |
| **Working Conditions** | * Minimal
 |
| Other Factors |
| * None
 |