

## SOUTH YORKSHIRE FIRE & RESCUE

### JOB DESCRIPTION

|                        |                                |
|------------------------|--------------------------------|
| <b>POST TITLE</b>      | Community Safety Administrator |
| <b>GRADE</b>           | Grade 3                        |
| <b>FUNCTION</b>        | Prevention and Protection      |
| <b>PERMANENT BASE</b>  | Command Headquarters           |
| <b>RESPONSIBLE TO</b>  | Community Safety Team Leader   |
| <b>RESPONSIBLE FOR</b> | N/A                            |

#### OVERALL PURPOSE OF JOB

To provide an efficient and effective Community Safety 'Hotline' service, for South Yorkshire Fire & Rescue Community Safety services.

To provide efficient and effective administrative support to the Community Safety Department.

#### MAIN RESPONSIBILITIES

1. To be the main point of contact for members of the public enquiring about accessing services provided by Community Safety and ensuring a customer focussed response.
2. To provide an efficient and effective administrative support service, including the operation of all office and administrative systems in accordance with SYFR's procedures, such as processing Home Safety Checks (HSC) requests via telephone, email, web, fax and text messages.
3. To provide an efficient and effective administrative support service for the SYFR Safe & Well referral partnership scheme, including processing membership forms, maintenance of the Safe & Well Partnership database and processing Safe & Well check referrals.
4. To effectively utilise ICT systems to appropriately manage referrals for, Hotspot, Baywater, Domestic Abuse, Hard of Hearing and any other referrals for Community Safety services
5. To liaise with relevant external agencies and partners to ensure referrals are effectively processed.
6. To provide any additional administration support for Community Safety as required, including minute taking and providing support for Community Safety meetings.
7. To effectively manage the CSD inbox enquiries and provide the appropriate response / information.
8. To input, retrieve and manage database systems in order that statistical returns/reports can be produced.
9. To liaise with relevant external agencies and partners to ensure referrals are effectively processed.



10. Comply at all times with the Code of Conduct for officers of the Authority and such other professional requirements as to standards of conduct.
11. Fully participate in SYFR's Performance Development Review process according to the responsibilities of the role.
12. Attend as required any training courses that will contribute to the effective performance of the postholder.
13. Practice and promote SYFR's Equality and Inclusion and Health and Safety Policies and to conduct oneself in a manner that is consistent with SYFR's core values at all times.
14. Ensure that risk is managed effectively within the section in accordance with corporate strategies and plans
15. Be responsible for the accurate and appropriate processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
16. Carry out such other duties within the department as from time to time may be required, which are commensurate with the grading of this post.

**ANY OTHER INFORMATION** (including special conditions of service)

Flexi time

**NOTE:** This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.



## PERSON SPECIFICATION

| Criteria  | Essential | Desirable |
|---|-----------|-----------|
| <b>Qualifications</b>   |           |           |
| Administration qualification NVQ level 2 or equivalent                            | X         |           |
| <b>Knowledge</b>  |           |           |
| Understanding of the importance of providing a quality support service            | X         |           |
| Working knowledge of MS Office Applications, particularly Word, Excel and Outlook | X         |           |
| <b>Experience</b>   |           |           |
| Experience in providing an efficient and effective telephone service              | X         |           |
| Experience of providing a customer focussed service                               | X         |           |
| Experience in an office environment   | X         |           |
| Experience administration work  | X         |           |
| Experience of working in an accurate efficient manner to tight deadlines          | X         |           |
| Experience of minute taking   |           | X         |
| Public Sector experience  |           | X         |
| <b>Personal Effectiveness</b>   |           |           |
| Ability to plan, prioritise and organise to deadlines                             | X         |           |
| Good interpersonal skills   | X         |           |
| Ability to communicate effectively  | X         |           |
| Commitment to Equality & Diversity and Health & Safety                            | X         |           |
| Flexible approach to working hours  |           | X         |
| Ability to work autonomously  | X         |           |

