**SOUTH YORKSHIRE FIRE & RESCUE**

**JOB DESCRIPTION**

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| **POST TITLE** | Information Officer |
| **GRADE** | Grade 4 |
| **FUNCTION** | Service Delivery Support  |
| **PERMANENT BASE** | Headquarters, Eyre Street, Sheffield S1 3FG |
| **RESPONSIBLE TO** | Information and Governance Manager |
| **RESPONSIBLE FOR** | Receptionist/ Administrator |

**OVERALL PURPOSE OF JOB**

To provide an administration and information management role within the Projects and Governance team, including line management and staffing of the reception/registry at Headquarters, administration and development of the Service’s Intranet content, and management of the customer survey feedback process.

**MAIN RESPONSIBILITIES**

Management

1. To manage direct, and supervise the Receptionist/ Administrator to support the effective running of reception services.
2. To line manage the Receptionist/ Administrator, carrying out Personal Reviews, managing sickness absence and dealing with any performance issues.

Information Management

1. To have main responsibility for administering and developing the Service’s intranet content, working with departments across the organisation to ensure it is in line with Service needs.
2. Identify and implement improvements to the structure and content of the Service’s intranet, under the direction of the Information and Governance Manager.
3. To work with department managers to ensure that policies, procedures, and other key Service documents are stored within the Intranet document management system and maintain version control of the documents.
4. To maintain an up to date database of Service policies and key documents, change control / audit trail.
5. To manage the process of requesting and receiving customer feedback in relation to Home Safety Check visits and After the Incident Surveys, ensuring the surveys are posted out to households in line with the Service’s policy / approach, recording the returns and collating the results in appropriate systems.
6. To interrogate and analyse the customer feedback received to identify trends and insights, sharing the results with the Information and Governance Manager for inclusion in reports to senior officers/ FRA and internal teams to make recommendations for improvement.
7. To issue standard letters, as directed by the Information and Governance Manager, relating to the Employee Register of Interests and Declarations, and Gifts, Hospitality and Discounts.
8. Monitor and process incoming emails to the SYFR website and customer care mailbox, liaising with staff and replying as necessary.
9. Manage the valediction notification process, providing a sensitive customer service role to families of the bereaved, notifying staff and retired members (via email) and liaising with the Communications Team for inclusion of valediction notices in the staff bulletin. Liaise with ~~HR~~ the People Team and Pensions Team to update and maintain the valedictions database.
10. To support the Information and Governance Manager in the records management of the team’s information and data, ensuring information is stored and processed in line with GDPR requirements and the retention schedule. Maintain records/ audit trail of actions taken to implement the retention schedule, and record keeping / management of archived files.
11. To monitor and maintain the ordering of stationery and stock items ~~and uniform~~ using the electronic web basket for the team.

Reception

1. To manage the staffing of reception on a day to day basis, responsible for the administrator/ receptionist role, to ensure the smooth running of the reception service, including greeting and signing-in visitors upon arrival, switchboard management and dealing with enquiries from the general public.
2. Responsible for training of staff providing the reception role or cover in the policies and procedures of the reception/ registry function.
3. Provide support for visitors in accessing and using SYFR facilities (including communication of health and safety procedures), liaising with Property Services on room bookings to forward plan for meetings and events.
4. Working with the Receptionist/ Administrator to be responsible on a day to day basis for the physical security of the reception area, ensuring reception doors are secure.
5. To support reprographic duties, including clearing paper jams, maintaining supplies and fault reporting. ~~and taking readings~~.
6. To be a fire warden for visitors ensuring that they are accounted for in the event of a fire or false alarm.
7. To be responsible for the receipt, recording and dispatch of internal and external mail, providing support for special bulk mail-outs and purchasing and issuing stamps as required.
8. Support the Finance team to issue all salary payslips for pensioners, to include issue of payments to nominated areas outside the UK for retired members, ensuring they are completed to set timescales. To be responsible for online registering of pre-paid post and posting of pensioners’ payslips. ~~and BACS~~.
9. To provide cover and contingency for the Customer Services and Governance Officers and other commensurate roles within the team as required.

General

1. Comply at all times with the employee code of conduct, service behaviours and code of ethics for fire and rescue staff.
2. Fully participate in the service’s personal review process appropriate to the requirements of the role.
3. Successfully complete any training and development opportunities required for the role.
4. Practice and promote the service’s equality & diversity and health, safety & wellbeing policies.
5. Be responsible for the accurate and appropriate security and processing of data, ensuring compliance with organisational policies and procedures (i.e. data protection).
6. Carry out other duties from time to time as required, appropriate to the grading of this post.

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

Flexitime.

**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**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Administration qualification NVQ level II or equivalent | X |  |
| GCSE Grade A-C in Maths and English | X |  |
| Customer Service NVQ level II or equivalent |  | X |
| Project Management Qualification e.g. Prince 2 overview, ISEB certificate in project support |  | X |
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| **Knowledge** |  |  |
| Understanding of the importance of providing a quality support and customer service. | X |  |
| Fully conversant with MS Office Applications | X |  |
| Fully conversant with working in HTML and/or a website content management system | X |  |
| Knowledge of project management principles. |  | X |
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| **Experience** |  |  |
| Proven experience in all aspects of administration work and the provision of a support service | X |  |
| Proven experience of working in an accurate efficient manner to tight deadlines. | X |  |
| Proven experience in the development and maintenance of systems including webpages | X |  |
| Public Sector experience. |  | X |
| Experience of working with the public by phone or in person |  | X |
| Previous experience in a project support role |  | X |
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| **Personal Effectiveness** |  |  |
| Ability to plan, prioritise and organise to deadlines. | X |  |
| Good attention to detail | X |  |
| Good interpersonal skills. | X |  |
| Ability to communicate effectively. | X |  |
| Commitment to Equal Opportunities and Health & Safety. | X |  |
| Flexible approach to working hours. |  | X |