



# Job Description

## Customer Support Administrator

Department: Operational Logistics

Grade: Scale 3

Location: Betony Road, Malvern

Responsible to: Head of Operational Logistics

### Main purpose of the role

To provide high quality administrative support to all functions of Operational Logistics, including Fleet, Equipment, Hydrants, Supplies and Workshops.

### Key Duties and Responsibilities

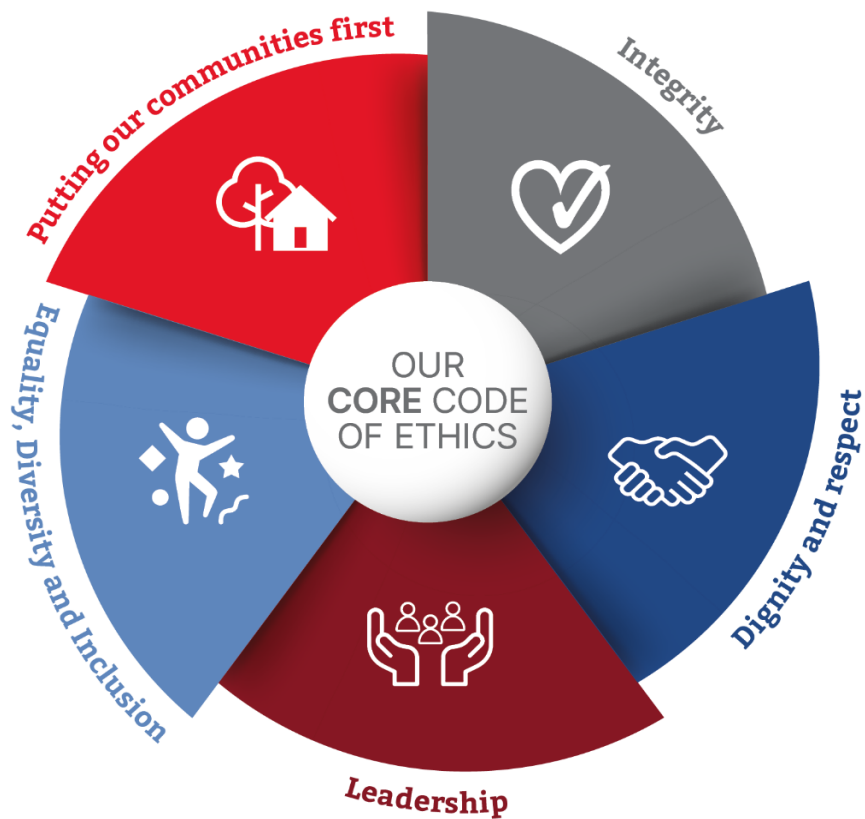
<ul style="list-style-type: none"><li>• To undertake reception and administration duties for Operational Logistics, taking and making telephone calls and receiving visitors as necessary.</li></ul>
<ul style="list-style-type: none"><li>• To ensure post is opened and distributed daily.</li></ul>
<ul style="list-style-type: none"><li>• To arrange any scheduled Testing, Calibrations, Inspections and servicing for FRS Vehicles, FRS Operational Equipment and Workshop Tools &amp; Equipment upon guidance from Fleet Team Leader.</li></ul>
<ul style="list-style-type: none"><li>• To administer FRS Vehicles, FRS Operational Equipment and Workshop Tools &amp; Equipment defects, raising Job numbers and planning their repairs.</li></ul>
<ul style="list-style-type: none"><li>• To ensure vehicles are presented for MOT upon guidance from the Fleet Team Leader.</li></ul>
<ul style="list-style-type: none"><li>• To ensure the vehicles and boats are licensed.</li></ul>
<ul style="list-style-type: none"><li>• To record and administer the location of all Airwave radios.</li></ul>
<ul style="list-style-type: none"><li>• To provide and administer Fuel cards for vehicles.</li></ul>
<ul style="list-style-type: none"><li>• To process road vehicle accidents to the insurance department.</li></ul>
<ul style="list-style-type: none"><li>• To create and maintain Vehicle, Equipment, Hydrant and PPE records by using specific Management Information data base systems, Tranman, Redkite, and Hydra and excel spread sheets.</li></ul>
<ul style="list-style-type: none"><li>• To maintain filing and administrative systems.</li></ul>
<ul style="list-style-type: none"><li>• To be responsible for the production of purchase orders for non-stock item equipment and the processing of purchase orders for payment on the Finance system.</li></ul>
<ul style="list-style-type: none"><li>• To ensure cost centre purchasing is carried out in accordance with the relevant Audit procedures Financial Regulations and service policy.</li></ul>
<ul style="list-style-type: none"><li>• To book parts out from stock and upload to Tranman (Transport Management System)</li></ul>
<ul style="list-style-type: none"><li>• To provide management information reports as necessary.</li></ul>
<ul style="list-style-type: none"><li>• To produce agendas and minutes for team meetings as required.</li></ul>
<ul style="list-style-type: none"><li>• To attend training courses and undertake any training necessary to carry out the role.</li></ul>

- |  |
|--|
| <ul style="list-style-type: none"><li>• To promote, implement and comply with FRS policies, procedures, practices and principles, ensuring that service delivery is in accordance with published FRS policies, particularly those relating to equality of opportunity.</li></ul> |
| <ul style="list-style-type: none"><li>• To comply with and promote allied policies and procedures, treating all individuals without exception, with dignity and respect. To initiate appropriate action and procedures when breaches are evident.</li></ul>                      |
| <ul style="list-style-type: none"><li>• To undertake such other duties and responsibilities appropriate to the post and grade as may be assigned.</li></ul>  |

# Person Specification

Requirements	Essential or Desirable	Identified by
<b>Qualifications and Training</b>		
A reasonable standard of general education.	Essential	Application / Interview
A recognised qualification in Word Processing.	Desirable	Application / Interview
Knowledge and understanding of invoice systems and purchase order generation	Desirable	Application / Interview
<b>Experience</b>		
Experience gained within an office and administrative environment.	Essential	Application / Interview
Knowledge and understanding of invoicing systems and purchase order generation.	Desirable	Application / Interview
<b>Skills and Abilities</b>		
The ability to use computerised systems, specifically Microsoft Packages, including Word, Excel, PowerPoint.	Essential	Application / Interview
The ability to organise their workload, be systematic and meet deadlines.	Essential	Application / Interview
The ability to establish and maintain administrative and recording systems.	Essential	Application / Interview
Good interpersonal and communication skills, both verbal and written.	Essential	Application / Interview
Good numerical and clerical skills.	Essential	Application / Interview
The ability to liaise with others and work within a team.	Essential	Application / Interview
The ability to work unsupervised on occasion and to be able to prioritise their own workload.	Essential	Application / Interview
A focus on detail and the ability to produce quality, finished work.	Essential	Application / Interview
An understanding of the importance of a customer focused approach	Essential	Application / Interview

A working knowledge of Fire and Rescue Service Operations	Desirable	Application / Interview
A working knowledge of finance systems and Management Information Systems.	Desirable	Application / Interview
Have a current driving license	Desirable	Application / Interview




---

### **Putting our communities first**

We put the interest of the public, the community and service users first.

---

### **Integrity**

We act with integrity including being open, honest and consistent in everything we do.

---

### **Dignity and respect**

We make decisions objectively based on evidence, without discrimination or bias.

---

### **Leadership**

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

---

### **Equality, Diversity and Inclusion**

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.