1. **JOB PURPOSE**

1.1 To provide an effective telephone switchboard service for the Service, to facilitate its efficient and effective operation and to help project an appropriate corporate image.

1.2 To work as part of an integrated team and provide administrative support within the Directorate to enable it to achieve its objectives and targets.

2. **BACKGROUND**

2.1. Avon Fire & Rescue Service (AFRS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire, with fire and rescue stations and office locations in each area. It is a Combined Fire & Rescue Authority, consisting of elected members drawn from the above four authorities. Our Headquarters is based in Portishead, with Area Offices in Bristol, Bath, Weston-super-Mare, Yate and Lansdown. In total, there are twenty-three fire & rescue stations, serving an area of approximately 133,245 hectares with a population of around 983,000.

2.2. You will work within a small administrative team, providing support to the Directorates as required, primarily at Service headquarters.

2.3 The hours required are specific and this supersedes any flexible working hours arrangements.

3. **MAIN DUTIES & RESPONSIBILITIES**

3.1 Provide a proactive and efficient administrative service that include (not an exhaustive list):

- carry out administrative duties as necessary to maintain continuity of service and to meet organisational deadlines. This will include obtaining and collating information, data input and retrieval, basic statistics, and liaising with staff in other sections/directorates.
- being aware of current and upcoming Community/Fire Safety themes, operational and corporate events, and promotions;
- liaising with relevant staff in order to provide sound information to callers;
- helping to maintain the diary of the whereabouts of key staff, including details of meetings taking place;
- take messages for unavailable staff if required, providing that this does not adversely affect the efficient answering of other calls to the main switchboard
- providing video-conferencing and internet access when required, providing guidance to users on their operation if necessary;
- reporting pool car faults to Workshops, arranging for collection/return of vehicles;
- providing an answering service for the Service switchboard including using the public address system;
- redirect emergency calls (received in error) to Service Control promptly;
• maintaining up to date guidance notes to ensure the successful training of Switchboard duties as required. The training will be carried out by the post holder;
• maintaining the Switchboard calendar system, liaising with colleagues to ensure cover is provided at all times;
• reporting technical faults with the switchboard system to the IT helpdesk and faults with other equipment to the Administrative Services Manager as soon as practicable in order to maintain essential services.
• Inputting accurate information onto CFRMIS database ensuring that the system is kept up to date;
• obtaining and collating information; compiling basic statistics;
• arranging meetings including booking venues, equipment;
• utilising software packages to produce correspondence, reports, presentations and documents, ensuring that all work is stored and backed-up correctly and complies with the corporate style/image and the use of plain English;
• maintaining filing systems and databases ensuring that all files contain relevant and accurate information.
• providing general cover for other administrative staff, working collaboratively to ensure continuity of service to meet customer needs;
• maintain daily record sheet (Admin 6) for departments as required;
• provide a car pool booking system; receiving requests for car use, and reporting faults to Workshops, arranging for collection/return of vehicles;
• provide a room booking service; receiving requests for meeting room use, including the provision of video-conferencing and internet access. Check that equipment is serviceable and provide guidance to users on their operation, when required.

3.2 Provide a **printing and reproduction service**, that includes (not an exhaustive list):
• Collection and distribution of postal items;
• Collect and deliver post to the Avon & Somerset post room and circulate to staff post drop off points;
• routine maintenance of reprographic, printing and fax equipment;
• changing of ink or toner cartridges;
• reporting faulty equipment to Manager or Service Engineer;
• scanning of manual records into the computer;
• maintaining stationery and consumable supplies;
• printing colour documents for other departments;
• binding documents for other departments

**General**

3.3 Ensure that you perform all duties in accordance with the principles and requirements of Data Protection legislation.

3.4 Ensure you maintain an awareness of Health and Safety Regulations in relation to duties and tasks being undertaken and report any situations or incidents which could be considered hazardous. All employees have a responsibility for their own safety and must not endanger that of colleagues/visitors in the workplace or the public.

3.5 Ensure that, both in your dealings with other employees and with members of the public, you adhere to the principles and standards outlined in the Equality and Fairness Policy. You are responsible for making your supervisor aware of literature, language or behaviour that offends against that policy and the dignity of personnel.

3.6 Carry out such other duties as may reasonably be required in relation to a post of this nature, without prejudice to the right to seek a re-evaluation of the post.

3.7 This Job Description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out.
4. **SUPERVISION AND WORK PLANNING**

4.1 Overall supervision and direction will be received from the Administrative Services Manager who will determine priorities and rearrange work as necessary at peak times. You will also undertake work direct for other staff within the Directorate when required. When producing work for Unit Managers or their staff, you will need to liaise directly with them to clarify work requirements. On a daily basis, you will need to work in collaboration with your colleagues in the Unit to maintain continuity of services and to meet deadlines.

4.2 The Corporate Communication Unit will provide guidance on corporate style and image in relation to the provision of Reception and Switchboard services.

5. **QUALIFICATIONS & EXPERIENCE**

You must have 3 GCSE passes at Grade C or above (or equivalent) including English Language, with relevant administrative experience. Experience of operating a main switchboard would be desirable, but training will be provided.

You must be able to communicate effectively at all levels and be able to project an appropriate corporate image. Must be computer literate with experience of inputting and extracting data in various formats, be able to prioritise, work to deadlines and manage time effectively. You should have previous experience of working as an integrated team member, working with little or no direct supervision from time to time.

Experience of using the Microsoft Office Suite is essential.

6. **SCOPE FOR IMPACT**

6.1 As the first point of telephone contact with the public and outside organisations, you will play a key role in conveying an appropriate image of the Service. You are responsible for the switchboard function, which is crucial to routing callers to relevant staff efficiently and courteously, or for taking messages, where appropriate, in their absence. Occasionally, emergency (999) calls need to be transferred to Service Control to ensure prompt action.

7. **SPECIAL NOTES OR CONDITIONS (IF APPLICABLE)**

7.1 In the interests of the efficiency of the Service, you may be required to work from any base within the Service area, for which appropriate allowances will be made available.