



Vulnerable Adults Administrator – Community Safety

Background Information

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support and Corporate Services.

This post is within the Vulnerable Adults Community Safety Team, within the Service Delivery Directorate. It reports to the Vulnerable Adults Team Leader who will provide general supervision, and support the post holder to determine work priorities. However, the post holder will also be required to use their own initiative where appropriate, referring issues that cannot be resolved to the Team Leader. The post holder will also be required to assist the wider team where needed.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. As the post holder will be working directly with vulnerable people's records, appointment to this post is subject to an enhanced DBS check.

These DBS checks will be renewed throughout employment.



Job Description, Core Values and Person Specification

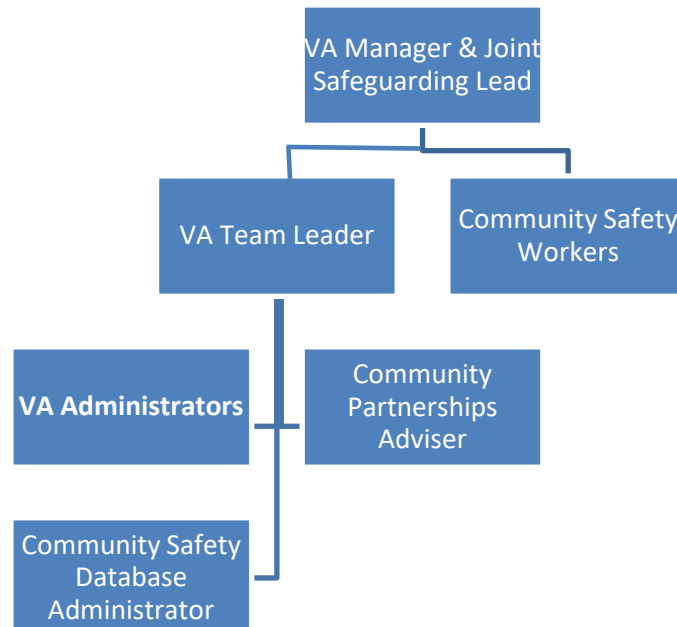
Job Title	Vulnerable Adults Administrator – Community Safety
Post Number	1538
Grade	HAY 10
Duration of Post	Open ended
Hours	37 per week
Directorate	Service Delivery
Unit or Team	Vulnerable Adults – Community Safety
Reports to (give job title)	Vulnerable Adults Team Leader
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	6 February 2022

Purpose of Job:

To provide administrative support for the Vulnerable Adults (VA) Team who support those who are most vulnerable within the community in line with AF&RS Service Mission, Vision and Values.

To liaise with the community to arrange, schedule and record Home Fire Safety Visits (HFSVs), providing a professional service which reflects the values of AF&RS.

Structure Chart:



Responsibilities and Duties:

1. Provide a professional first point of contact for members of the public and external agencies with home Fire Safety Visit (HFSV) requests or queries, dealing with telephone calls and

	incoming emails together with answering routine enquiries and taking messages etc, as appropriate.
2.	Process and monitor and respond to incoming enquiries, relaying messages to members of the team as necessary and referring more complex queries to an appropriate manager.
3.	Ensure information is recorded accurately and kept up to date on all departmental data storage systems, and produce statistical reports as requested. The accuracy of the information recorded is vital as this will be provided to managers to assist with their decision making.
4.	Coordinate, schedule and book HFSVs for Community Safety Workers (CSWs) and Station Staff, including liaising with external agencies where necessary, and ensuring all relevant systems are updated appropriately. Respond to high priority visit requests and visit cancellations, adjusting CSWs' and Station schedules as required.
5.	Generate and issue letters in a timely fashion to member of the public. Receive and register incoming mail and ensure the despatch of outgoing mail.
6.	Deliver appropriate feedback to relevant external agencies on the status of an individual's HFSVs (eg whether a visit has taken place or not), ensuring it is delivered in a professional respectful way.
7.	Provide all-round administrative support to enable the wider team to operate efficiently and effectively. 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.
8.	Provide assistance and support where necessary to the Community Data Safety Administrator (eg for straightforward data checking or cleansing).
9.	Offer suggestions and help develop and implement improvements to administrative procedures and processes within the department, maximising the use of technological solutions wherever appropriate, to increase efficiency and effectiveness.
10.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.

Special Notes or Conditions:

1.	<p>AF&RS requires all staff and leaders to promote equality and diversity by:</p> <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at a work base to be confirmed. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
4.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.

7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	As you will be working directly with vulnerable people's records, appointment to this post is subject to an enhanced DBS check.

Avon Fire & Rescue Service Core Values

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

In addition to our Core Values, all employees should accept and work to the National Fire Chiefs Council (NFCC) Core Code of Ethics:

- **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 treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias;
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards;
- **Equality, diversity and inclusion (EDI)** – we continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality foster good relations and celebrate difference.

Signed confirmation that this Job Description accurately reflects the requirements of the job:

Job Holder's Manager		Date	
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Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:

Job Holder		Date	
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Person Specification

Job Title	Vulnerable Adults Administrator - Community Safety			
Post Number	1534, 1535, 1536 & 1538			
Grade	HAY 10			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
GCSE passes at Grade C or above or equivalent, including English Language and Maths.	E	X		X
Knowledge and general understanding of community and risk prevention activities within a fire and rescue service.	D	X		X
Experience				
Experience of handling phone calls in a work or customer-focused setting.	D	X		X
Experience of collecting, collating and presenting information and basic statistics in various formats.	D	X		X
Experience of administrative work in a fire and rescue service, or other emergency service.	D	X		X
Skills				
Good customer service skills, including a polite, friendly and patient phone manner and be able to communicate effectively with people in and outside the organization.	E	X		X
Computer literate with a working knowledge of the Microsoft Office Suite, including Microsoft Outlook.	E	X	X	X
Ability to handle phone calls effectively.	E	X		X
Good attention to detail to ensure accuracy when inputting data.	E	X	X	X
Ability to collect, collate and present information and basic statistics in various formats.	E	X		X
Effective organisational and prioritisation skills. Able to use own initiative to meet appropriate deadlines, combined with an efficient, methodical approach.	E	X		X
A current driving licence or ability to arrange suitable alternative transport to travel to various work locations.	E	X		
Personal Attributes				
Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work to meet business	E	X		X

need.				
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X