



## **Community Safety Admin Team Leader – 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 more than £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 and Corporate Services.

This post is within the Community Safety Team, within the Service Delivery Directorate. It reports to the Community Safety Support Manager who will provide general management 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. This post is subject to an enhanced DBS check. These DBS checks will be renewed throughout employment.



## Job Description, Core Values and Person Specification

<b>Job Title</b>	<b>Community Safety Admin Team Leader</b>
<b>Post Number</b>	<b>1535</b>
<b>Grade</b>	<b>HAY 8</b>
<b>Duration of Post</b>	Open ended 'permanent'
<b>Hours</b>	37 per week
<b>Directorate</b>	Service Delivery
<b>Unit or Team</b>	Community Safety Team
<b>Reports to</b>	Community Safety Support Manager
<b>Line management or supervisory responsibilities</b>	Yes
<b>Responsibility for managing a budget</b>	No
<b>Date job was evaluated</b>	15 August 2025

### Purpose of Job:

To provide managerial oversight to the administrative team who support the Community Safety Team who support those who are most vulnerable within the community in line with AF&RS Service Mission, Vision and Values.

To manage the function that supports providing community fire safety advice, providing a professional service which reflects the values of AF&RS.

### Structure Chart:



### Responsibilities and Duties:

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| 1. | <ul style="list-style-type: none"> <li>Manage and support individual team members, identifying and facilitating learning and development opportunities to enhance team performance.</li> </ul> |
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	<ul style="list-style-type: none"> <li>• Ensure Avon Fire &amp; Rescue Service delivers a person-centred approach to the management of Home Fire Safety Visits (HFSVs), with accurate data recording and adherence to established processes.</li> <li>• Act as a professional first point of contact for members of the public and external agencies, providing timely follow-ups for quality assurance and evaluation purposes.</li> <li>• Liaise with external partners to share relevant feedback and information, supporting collaborative working.</li> <li>• Maintain accurate records through regular housekeeping of the local database, identifying and addressing issues to improve efficiency and enhance customer service.</li> </ul>
2.	Responsible for leading the Community Safety Administration team to ensure the delivery of a professional, efficient, and customer-focused first point of contact for members of the public and external agencies seeking home fire safety advice and support
3.	Line-manage and support individual team members as required, fostering a positive and productive working environment. Promote continuous learning and development by assessing staff performance against agreed development objectives and actively contribute to enhancing development opportunities and improving team practices.
4.	Review, develop, and implement improvements to administrative procedures and processes within the department, maximising technological solutions where appropriate to enhance efficiency, streamline workflows, and support continuous service improvement.
5.	Manage and respond to general queries received by the team, identifying potential barriers and implementing appropriate solutions. Ensure all enquiries are addressed within agreed timescales, escalating complex or sensitive issues to the relevant manager as necessary.
6.	Manage the scheduling and completion of Home Fire Safety Visits (HFSVs) carried out by Community Safety Workers and Station Staff, ensuring alignment with the Risk Stratification process and adherence to required timeframes.
7.	Conduct routine checks to ensure the accuracy and integrity of data within the database. Manage temporary risk information, ensuring it remains current and that appropriate actions are taken to maintain its accuracy. Provide support to the Community Safety Data Administrator as needed, including assistance with basic data checking and cleansing tasks.
8.	Carry out regular quality assurance activities on Home Fire Safety Visit (HFSV) records to ensure data is accurate, consistent, and compliant with Avon Fire & Rescue Service standards. Identify any discrepancies or training needs and take appropriate action to address them
9.	Produce regular statistical reports aligned with departmental Key Performance Indicators (KPIs). Identify any gaps in data accuracy or reporting and implement relevant training and development initiatives to ensure team members maintain high standards of data quality and consistency.
10.	Oversee the promotion of safeguarding and welfare for vulnerable individuals by managing the processing of internal referrals to obtain external support, ensuring meticulous administration, and proactively escalating concerns when necessary.
11.	Provide comprehensive administrative support to ensure the wider team operates efficiently and effectively. Undertake a range of administrative tasks to maintain service continuity and meet organisational deadlines, including gathering and collating information, data input and retrieval, producing basic statistics, and liaising with colleagues across departments and directorates.
12.	Undertake any additional responsibilities that are reasonable and appropriate to the role, as agreed with the line manager, to support the effective delivery of service objectives.
<b>Special Notes or Conditions:</b>	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: <ul style="list-style-type: none"> <li>• 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;</li> </ul>

	<ul style="list-style-type: none"> <li>treating members of the public and other AF&amp;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.</li> </ul>
2.	This role is based at Nova Way, Avonmouth. 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. These DBS checks will be renewed throughout employment.

### Avon Fire & Rescue Service Core Values

8.	<p>AF&amp;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:</p> <ul style="list-style-type: none"> <li>Respectful</li> <li>Honest</li> <li>Courageous</li> <li>Ambitious</li> <li>Inclusive</li> <li>Transparent</li> </ul> <p>In addition to our Core Values, all employees should accept and work to the National Fire Chiefs Council (NFCC) Core Code of Ethics:</p> <ul style="list-style-type: none"> <li><b>Putting our communities first</b> – we put the interest of the public, the community and service users first;</li> <li><b>Integrity</b> – we act with integrity including being open, honest and consistent in everything we do;</li> <li><b>Dignity and respect</b> - we treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias;</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Leadership</b> – 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;</li> <li>• <b>Equality, diversity and inclusion (EDI)</b> – 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.</li> </ul>		
<b>Signed confirmation that this Job Description accurately reflects the requirements of the job:</b>			
<b>Job Holder's Manager</b>		<b>Date</b>	
<b>Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire &amp; Rescue Core Values:</b>			
<b>Job Holder</b>		<b>Date</b>	

See following page for Person Specification .....

Person Specification					
Job Title	Community Safety Admin Team Leader				
Post Number	1535				
Grade	HAY 8				
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					
Level 3 qualification or equivalent qualification relevant to the role (for example in business administration, supervisory management, customer service, community safety).		E	X		X
Good knowledge and understanding of the importance of robust safeguarding practices.		E	X		X
Knowledge and awareness of the types of issues that affect communities and the relevant legislation, policy and good practice relating to these.		D	X		X
Knowledge and general understanding of community and risk prevention activities within a fire and rescue service.		D	X		X
Experience					
Relevant supervisory experience and effective development of others.		E	X		X
Experienced in delivering high-quality, customer-centred services		E	X		X
Managing workload independently to prioritise tasks effectively, drive workstreams forward and achieve desired objectives.		E	X		X
Previous experience in providing administrative support, including handling routine tasks such as data entry, record keeping, and general office duties.		E	X		X
Experience in gathering, organising, and presenting information and basic statistics in different formats, including producing written documents that use data to support, evaluate, or explain workstreams.		D	X		X
Skills					
Good customer service skills, with the ability to communicate clearly and politely with a friendly and patient telephone manner, and to engage effectively with people both inside and outside the organisation.		E	X		X
Demonstrates strong attention to detail to ensure accuracy when inputting and reviewing data		E	X	X	X
Ability to collect, collate and present information and basic statistics in various formats.		E	X		X
Possesses strong organisational and prioritisation skills, consistently using initiative to meet deadlines through a		E	X		X

structured and efficient approach.				
Able to drive with a current driving licence, or ability to arrange suitable alternative transport to travel to various work locations.	E	X		
<b>Personal Attributes</b>				
Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work.	E	X		X
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