FLEET ADMINISTRATION ASSISTANT
- 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: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post is within the Fleet Department Team, within the Service Delivery Directorate, and reports to the Fleet Administration Manager.

This is a temporary position of 6 months with the possibility of extension and/or permanency to cover important admin duties within the team.

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 a standard DBS check. These DBS checks will be renewed throughout employment.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Job Description, Core Values and Person Specification

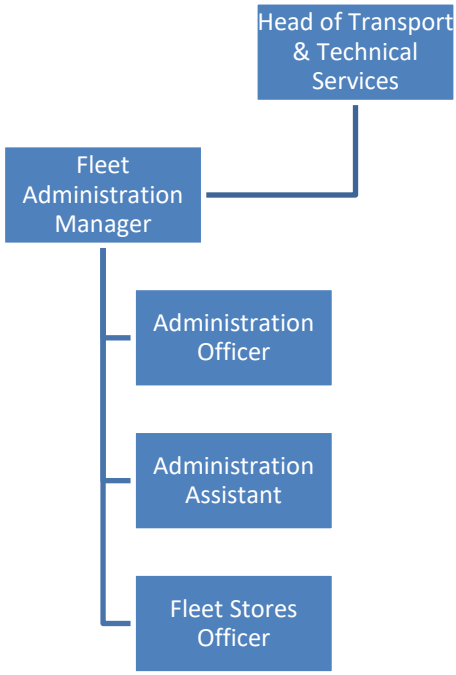
Job Title	**Fleet Administration Assistant**
Post Number	**3855-T**
Grade	**Hay 10**
Duration of Post	Fixed term for 6 months with possibility of extension and / or permanency
Hours	37 per week
Directorate	Service Delivery
Unit or Team	Fleet Department
Reports to (give job title)	Fleet Administration Manager
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	May 2022 – Updated October 2026

Purpose of Job:

As our Fleet Administration Assistant you will provide a reception service and administrative support to the Fleet Department, within the Technical Centre.

You will also assist in maintaining accurate information held on the various IT management systems used within the department.

Structure Chart:



Responsibilities and Duties:	
1.	Responsible for inputting information and maintaining accurate data on the Asset and Fleet Management Systems.
2.	Maintain records of Technicians work completed and in progress. Check for accuracy and ensure information is supplied when required, referring anomalies to the relevant manager.
3.	Publish the scheduled work programme and record scheduled servicing requirements, work carried out and expenditure for all operational equipment.
4.	Generate productivity reports and record budgetary information relating to different service contracts/clients to assist with budget control.
5.	Record accident details to facilitate any investigative work required and the processing of insurance claims and repairs of all operational equipment.
6.	Responsible for invoicing service contract clients for all work undertaken on their behalf. Provide relevant information, test certificates and other documents as necessary.
7.	Assist with developing improvements to the IT and management recording systems and help ensure they are implemented correctly to support the efficient collection, analysis and reporting of information. Provide guidance to staff on the use of the Asset and Fleet Management Systems.
8.	Ensure quality audits are undertaken, so standards can be assessed and maintained, and that any problems are identified at an early stage.
9.	Undertake basic research to obtain relevant information and performance data. Compile/collate data and provide basic statistical information and summaries, liaising with staff in other departments and outside the Service as necessary.
10.	Assist in the management of the Service's frontline Fire Appliance and ancillary vehicle repair and preventative maintenance and inspections programme
11.	Provide administrative support to Workshops, including the production of job cards, ordering parts and supplies, processing invoices, producing reports and inputting accurate information into the various technical management systems
12.	Provide a reception service, dealing with telephone calls and personal callers, together with answering routine enquiries and taking messages to facilitate the efficient and effective operation of the Centre and to project an appropriate corporate image.
13.	Provide general administrative support including word processing, production of graphs and statistical information, monitoring projects, diary management, arranging meetings and taking minutes, maintenance of filing systems, dealing with mail and correspondence, reprographics, ordering stationery and publishing relevant information on the corporate Intranet.
14.	Undertake health and safety risk assessments for the Centre and conduct weekly fire alarm testing and recording as required. Maintain awareness of Health & safety regulations.
15.	Provide cover for other administrative staff to ensure an effective support service is provided at all times to cover staff absences and peaks in workload.
16.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: • 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 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.	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.
4.	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.
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.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Avon Fire & Rescue Service – NFCC Core Code of Ethics

We are in the process of embedding the principles of the Core Code of Ethics, on joining the service you will be involved in co-creating what these principles mean to us.

- Putting our communities first
- Integrity
- Dignity and Respect
- Leadership
- Equality, diversity, and inclusion (EDI)

Signed confirmation that this Job Description accurately reflects the requirements of the job:			
Job Holder's Manager		**Date**	
Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of NFCC Code of Ethics:			
Job Holder		**Date**	

See following page for Person Specification …….

Person Specification					
Job Title	**Fleet Administration Assistant**				
Post Number	**3855-T**				
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					
3 GCSE passes at Grade C or above, or equivalent, including English Language, with sound general administrative experience		E	X		X
Computer literate with experience of using databases and spreadsheets and, ideally, using Microsoft packages		E	X		X
Experience					
Experience of setting up and maintaining computerised and manual record systems		E	X		X
Experience of word-processing, preferably MS Word, with a typing speed of at least 35 wpm		E	X		X
Experience of collecting, collating and presenting information and basic statistics in various formats		E	X		X
Previous experience in a technical/fleet environment and/or experience of laying out technical documents in a straight forward format		D	X		X
Skills					
Good organising skills with the ability to manage diaries and arrange meetings		E	X		X
Able to communicate effectively at all levels, orally and in writing, with a good telephone manner		E	X		X
Able to prioritise, work to deadlines and manage time effectively with minimal supervision		E	X		X
Able to work to deadlines using own initiative, combined with an efficient, methodical approach		E	X		X
Able to drive with a full current valid 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 the NFCC Core Code of Ethics during the course of employment.		E	X		X
Adaptable with a flexible approach to work, to meet business		E	X		X

needs.				
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