

BEDFORDSHIRE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

Job title: Office Services Assistant

Grade: 9-10

Group: Finance and Asset Management

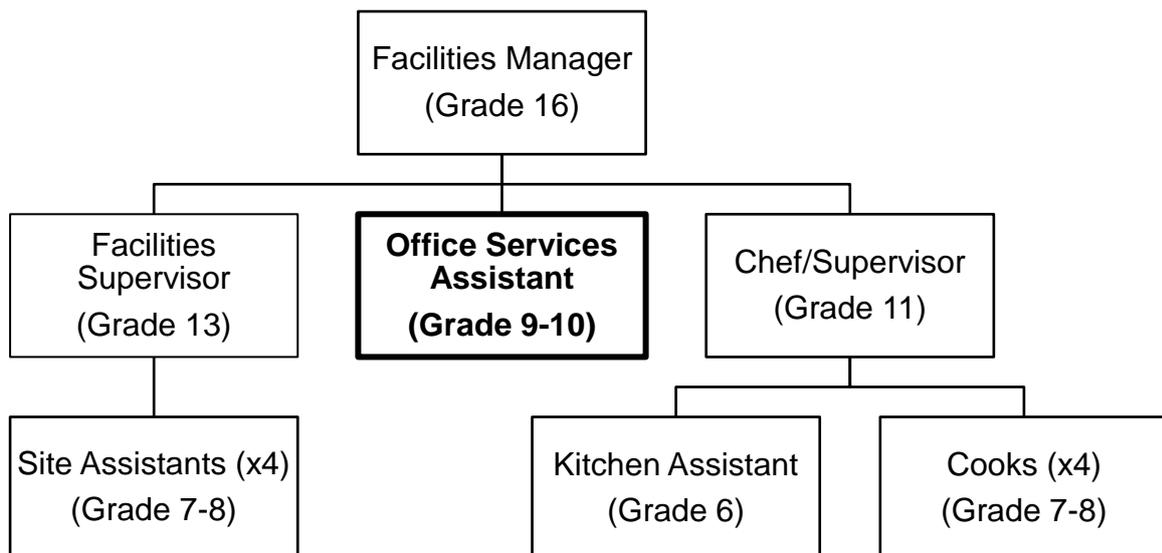
Job purpose: To provide a comprehensive range of support services in reprographics, filing, archiving, mail handling, postal services, record keeping and administrative support.

To engage/liaise with all levels of Service personnel, relevant external suppliers and customers in the provision of the services.

Responsible to: Facilities Manager

Responsible for: None

ORGANISATION CHART



MAIN DUTIES AND RESPONSIBILITIES

The purpose of this job description is to indicate the general level of responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility.

- To provide and maintain along with support to the continual development of the Service's requirements for photocopying and reprographics services, through desktop publishing, graphic design and modern printing services.
- To receive, sort and distribute all incoming mail in a confidential manner, ensuring an effective, speedy, delivery and collection service operates within the Headquarters complex, and between all Service locations, Borough.
- To co-ordinate all outgoing mail and collection services, ensuring economical and effective use of all available services. Complete the monthly electronic VAT returns through the Royal Mail franking machine, monitoring the franking machine and resilience stamp holding balances and topping up as required.
- To manage, maintain and develop a central filing system (manual and computerised) to ensure it meets users' requirements and carry out regular archiving and destruction of files and records, liaising with departments to agree appropriate actions ensuring adherence to Service policy and audit recommendations.
- To maintain auditable financial records for the receipt of all cash and cheques into the Service, maintaining the Service Remittance Register and official receipt book, totalling up daily prior to sign off for banking through Finance.
- To provide administrative support to the Facilities Manager, Facilities Supervisor and Chef/Supervisor to enable efficient administration of the teams and completion of their core duties.
- To support the Facilities Manager in carrying out project work, trials, recommendations, financial assessments and comparison under best value principles, covering supplies, equipment and machinery for use within Office Services.
- To carry out duties of switchboard/reception relief on a rota basis, dealing with telephone calls to Service customer care standards.
- To undertake any other duties of a similar level and responsibility as may be required.
- To attend such training/personal development courses as may be considered necessary.
- The post holder is required to comply with relevant health and safety legislation and the Service policies and procedures of Bedfordshire Fire and Rescue Authority in the performance of his/her duties. This includes the requirement to take reasonable care of themselves and others affected by their work activities,

use equipment correctly and apply safe-working practices effectively, to remove or minimise risk of accident, injury or ill health.

- Practice and promote equality and diversity and the fair and equitable treatment of all staff and customers within the scope of the post.
- To support and participate in the formulation of standards and procedures for quality management and customer care expectations.

DIMENSIONS

Financial management:

- Responsible for the receipt of all cash and cheques into the Service from internal/external sources, maintaining the Service Remittance Register and official receipt book (for audit purposes), totalling up daily and signing off before passing to Finance to be banked. Average annual monies handling is £200,000.
- Creates orders for budget codes 160, 161 and 162 and monitors, maintains and replenishes stock levels of stationery and consumables required to operate the equipment utilising a budget of up to £11,000. Budget accountability held by Facilities Manager.
- Carry's out monthly electronic VAT returns through the franking machine with Royal Mail and monitors and tops up the franking machine and resilience stamp holdings in line with agreed balance of up to £10,000.

Physical resources:

- Responsible for ensuring the equipment is functioning and fault reporting where appropriate

Other:

- Daily workloads arise through a varied volume of internal staff at all levels requesting support or provision of service from the varying areas within Office Services.
- Maintain records, analyse and make recommendations which assist the development and smooth running of the central filing, archive, culling through to secure destruction.
- Considerable support is provided to events, training programmes, community safety drives, recruitment campaigns, station open days, internal meeting printing along with now being a custodian to the Service guidelines/branding process.
- Provision of a training and mentoring programme for new and relief staff within Office Services to ensure competency levels are obtained and maintained as required.

CONTEXT

The role provides administrative support to the Manager, Facilities Supervisor and Chef/Supervisor along with resilience support to data inputting on the finance system for the Storekeepers as required.

Under the direction of the Facilities Manager the main job purpose and accountabilities is the provision of a comprehensive reprographics service including a wide variety of desktop publishing design, printing and finishing. Managing of a central filing, archive and secure destruction system. The process of all internal/external mail through the Service and record keeping in relation to monies received into the Service prior to banking.

The post holder engages and maintains a key liaison with all levels of the Service personnel and all relevant external suppliers, contractors and customers in the provision of services.

The role requires a high level of confidentiality and sensitivity due to the matters handled through the mail handling and specialist confidential photocopying.

Due to the varying types and levels of equipment utilised to carry out the role the post holder has to ensure a safe working environment is maintained.

On a day to day basis the post holder will have a considerable amount of discretion in planning and arranging workloads and priorities and will work with minimum supervision.

Physical effort:

- In the main none in excess of typical office based role but must also have the ability to cope with and manage the physical effort and demands of a role involving daily manual handling, assessing and the carrying out of safe movement of varying loads/weights, manual weights of up to 16kg and the use of equipment for larger volumes as appropriate.

Working environment:

- The larger part of the role is carried out utilising a typical office based environment but with the requirement to carry out work within a secure archive store incorporating varying temperature.

JD/PS last reviewed: OSM/JCJ; 22.12.16

BEDFORDSHIRE FIRE AND RESCUE SERVICE

PERSON SPECIFICATION

List below the skill, knowledge, experience and qualifications considered necessary to carry out the duties of the post as shown in the job description.

ESSENTIAL

DESIRABLE

Qualifications

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Basic English Grammar and Mathematics (GCSE Grade 4 or above-or equivalent).

European Computer Driving Licence or equivalent practical experience.

Formal training qualification in Adobe Creative Suite, Microsoft Publisher or equivalent reprographics design software.

OCR Level 2 Certificate for IT Users.

Formal training qualification in Microsoft Publisher at an advanced level and/or Adobe InDesign/Photoshop.

Experience

Experience

Significant experience in a design and reprographics background or work of a similar nature.

Some experience of cash handling and financial record keeping.

In depth experience of managing and maintaining a central filing system (manual/computerised), archiving and secure destruction programme.

In depth experience in using Microsoft Office (including Outlook, Word, Excel, PowerPoint, Publisher) and Adobe products.

Some experience in mail room duties.

Some experience in providing administrative support to managers.

Some experience of providing excellent customer care with a customer-focused approach and a 'can do' attitude.

Skills

Ability to exercise strict confidentiality in the handling of all issues of a sensitive and confidential nature.

Ability to work in a methodical and logical manner to co-ordinate and prioritise own workloads with due regard of changing priorities with minimum supervision.

Good interpersonal, communications and influencing skills and the ability to communicate with all levels in the Service including external providers.

Keen attention for detail and ensuring accuracy.

To be self-confident and self-motivated.

Ability to converse at ease with members of the public and provide advice in accurate spoken English.

Knowledge

An understanding of and commitment to equality principles and practices

An understanding of and commitment to quality management and customer care principles and practices

An understanding of and commitment to Health and Safety in the workplace

Ability to demonstrate knowledge of, or have experience in, the purchasing, monitoring and provision of stationery and consumable supplies.

Other

Flexible attitude towards duties and hours of work and the provision of relief cover for the pro rata Office Services Assistant for periods of absence.

Skills

Knowledge

Other

SIGNED BY:

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CORPORATE MANAGEMENT TEAM MEMBER

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HUMAN RESOURCES