



Cheshire
Fire & Rescue Service

JOB DESCRIPTION

Job Title:	Business Support Administrator
Department:	Operational Policy and Assurance (OPA)
Location:	HQ, Sadler Road, Winsford
Post Number:	TBC
Grade/Role:	Scale 4
Responsible to:	Business Support Administrator Lead

JOB PURPOSE:

To deliver a comprehensive administrative support service to the relevant functions of the Operational Policy and Assurance (OPA) department and Cheshire Fire and Rescue Service (CFRS) to facilitate delivery of corporate objectives. Ensuring that information is accurate and acceptable for internal/external audit.

The OPA department consists of Policy and Planning, Operational Training and Learning, Health and Safety, Fleet Services, Operational Support, and the Cheshire Resilience Forum.

PRINCIPAL RESPONSIBILITIES

1. Update the CFRS Bluelight Corporate Gazetteer database, by co-ordinating the transition of high-risk data flagging, ensuring the delivery of accurate, timely and relevant information to enable a robust response to emergencies. Collaborate with internal and external customers in the creation of new unique property references.
2. Deal with enquiries from members of the public and other agencies with regard to attendance at incidents. Make decisions about the release of information, ensuring compliance with data protection and freedom of information legislation.
3. Provide administrative support to the Policy and Planning team. Update Site Specific Risk Information on the Contact Management System to facilitate the availability of accurate risk information on Mobile Data Terminals (MDT's).
4. Provide administrative support to the Accredited Centre, dealing with candidate folders, confidential assessment information and certificates.
5. Provide administrative support to the Health and Safety team. Receive and record information relating to accidents, near misses or dangerous occurrences to accurately record safety data enabling the Authority to fulfil its statutory responsibilities. Monitor subsequent follow up actions. Following a reported accident, ensure that relevant reports are progressed in accordance with Service policy.
6. Support the Systems Administrator with the administration of the PDRPro system e.g. setting up of accounts, adding/removing skills, staff responsibilities, staff

locations etc to ensure the accuracy and availability of management information.

7. Provide administrative support for the Fleet Services team. Receive and progress vehicle defect notes and raise job sheets, administer annual road fund licences and fuel cards, maintain the servicing schedule, administer lease car contracts to ensure that fleet availability is maintained, order stock as needed, and complete regular stock takes. Liaise with insurance companies, administer motor insurance claims, and upload vehicle accident details to the external insurance portal. Use various portals to run reports or to create reports as needed for information relating to insurance, vehicles, fuel, and stock held in Fleet Services.
8. Receive and check forms and supporting documents in relation to driving licences. Monitor the driver database to ensure the Service has an up-to-date status of each employee. Monitor photocard and category C entitlement expiry dates and prompt renewal updating the driver database as required
9. Planning and co-ordinating arrangements for meetings and providing administrative support for Crisis Management and Business Continuity exercises. Attending the meetings to take minutes and actions when needed. Provide an accurate and timely record of decisions and proceedings. Monitor follow up actions to ensure efficient despatch of business.
10. Administer the programmed review of all relevant OPA documents, policies and procedures contained within the Service document management system.
11. Provide administrative support during the development, co-ordination and review of departmental plans to ensure effective delivery against organisational objectives.
12. Provide cover for the Receptionist by maintaining a professional, customer focussed and flexible reception service to both internal and external customers. When covering for the Receptionist, register visitors and ensure that correct procedures are followed to maintain security of the site, and operate a switchboard service to ensure effective and efficient processing of enquiries to aid service delivery.
13. Monitor and maintain the office electronic and manual filing systems (in accordance with Data Protection/Information Management procedures) to ensure that information can be readily located and is responsibly disposed of when no longer required.
14. Monitor the Customer Services and the Operational Support shared mailbox and respond to feedback and enquiries.
15. Operate the Service's procurement system for ordering uniform, consumables, services and equipment in accordance with policies and financial regulations to ensure an efficient service is maintained. Ensure that goods are receipted upon delivery and open orders are monitored and closed in a timely manner.
16. Complete quarterly workplace inspections.
17. Arrange accommodation for staff attending courses and seminars.

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance

To take responsibility for personal performance and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty.

Equality and Diversity

To promote and adhere to the Service's Equality and Diversity Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Health and Safety

To work in compliance with Service Health and Safety Policy to support a safe working environment.

To be proactive in managing your own personal health, safety and wellbeing and that of your colleagues.

Environment

To promote and adhere to the Service's Environment Strategy.

N.B.

Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

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1	March 2013	JL
2	October 2017	JL
3	November 2017	LS
4	January 2019	KP
5	December 2023	CJ
6	July 2024	CJ
7	June 2025	CJ



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PERSON SPECIFICATION

Job Title: Business Support Administrator

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	BTEC/NVQ Level 3 Business Administration or equivalent Level 3 qualification (or higher) in a relevant subject (or willingness to undertake the qualification).	IT qualification
EXPERIENCE	<p>Strong IT skills with a desire to automate processes.</p> <p>Experience of maintaining and monitoring systems and records.</p> <p>Significant experience of contributing to in-house processes to facilitate the smooth administration of the department</p> <p>Experience of responding independently to unexpected problems</p> <p>Significant experience of using Microsoft Excel</p>	<p>Experience of using Power BI</p> <p>Experience of minute taking.</p>

SKILLS & ABILITIES	<p>Ability to prioritise and achieve deadlines</p> <p>Methodical approach to tasks with attention to detail</p> <p>Ability to apply effective communication and interpersonal skills to interact with a variety of audiences</p> <p>Ability to build effective working relationships to achieve results</p> <p>Ability to work without close supervision</p>	
KNOWLEDGE	<p>Knowledge and understanding of data protection legislation</p>	
WORKING CONDITIONS	<p>Prepared to represent CFRS and its core values and beliefs at all times</p>	