**TITLE OF POST: SERVICE DELIVERY ASSISTANT**

**GRADE:** **SCALE 3 – SCP 14/17**

**RESPONSIBLE TO: Service Delivery Manager (SMB)**

**MAIN PURPOSE OF JOB:**

**To provide comprehensive administrative support to the work of the Service Delivery Function. Providing excellent customer service and maximising the use of community facilities, working in conjunction with the Community Safety Function.**

# MAIN DUTIES AND RESPONSIBILITIES

# 1 GENERAL DUTIES

* 1. To promote the Service vision, ‘Creating the safest community’.
  2. To ensure that all policies and procedures within the function are adhered to and in accordance with regulations, lean thinking and value for money.
  3. To be responsible for the provision of a full range of administrative and clerical duties to support the effective operation of Service Delivery.
  4. To provide support, and cover the workload of the other Assistants when required, carrying out relevant duties to ensure the services of the function are delivered efficiently.
  5. To be responsible for the effective completion and submission of a variety of returns within specified timescales as appropriate.
  6. To act as the first point of contact for the community fire station, providing reception cover and dealing with enquiries appropriately by providing a courteous and professional service at all times.

1.7 To be responsible for the provision of an effective diary management and room booking service, proactively undertaking regular checks to ensure that all administrative systems are maintained and appropriate actions taken

1.8 To be responsible for the effective co-ordination and administration of all visits, meetings, appointments and events ensuring the facilities are adequately resourced e.g. transport, accommodation, venues, refreshments, equipment and visual aids, ensuring rooms are set out as required

1.9 To prepare for and attend meetings, taking accurate notes, producing minutes, distributing relevant documentation and following up action points as required

1.10 To undertake duties in relation to the Financial Management System (SAP) including procurement and the administration and monitoring of departmental budgets

1.11 To monitor stock levels and replenish resources when necessary

1.12 To oversee relevant filing systems including appropriate storage and disposal of paper based, electronic and confidential documentation appropriately.

1.13 To utilise appropriate IT systems to effectively manage data and information to produce a variety of reports and documentation, undertaking appropriate quality checks.

1.14 To effectively liaise with a wide range of internal and external stakeholders.

1.15 To deliver community safety messages to individuals or groups attending community fire stations by giving talks or presentations when required.

* 1. To work in accordance with the Station’s building security procedures.
  2. To ensure the confidentiality of all data and information.
  3. To undertake administrative duties at other Service locations as requested.

1.19 To attend internal and external training courses as necessary

1.20 Ensure compliance with the Data Protection Act and ensure data security is maintained.

1.21 To undertake any other duties appropriate to the post.

**2 HEALTH AND SAFETY (GENERAL POLICY)**

2.1 By reference to current health and safety legislation and the Service's

Health and Safety Policy to ensure that all employees:-

* Take reasonable care for their own health and safety
* Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them
* Work with machinery, equipment and substances in accordance with information and training provided
* Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare
* Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

**3 EQUALITY AND DIVERSITY (GENERAL POLICY)**

3.1 To ensure an understanding and commitment to diversity and equality in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.

3.2 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.

3.3 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

**4 SAFEGUARDING**

4.1 To promote the application of the Authority’s Safeguarding Policies.

5 **ENVIRONMENT STRATEGY**

5.1 To demonstrate an understanding and commitment to the Service’s environment strategy, in relation to the environment and carbon reduction policies