**SERVICE DELIVERY ASSISTANT**

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| **CATERGORY** | **CRITERIA** | **MEASURE** |
| **EDUCATION/**  **QUALITFICATIONS** | Well developed literacy and numeracy skills. | AF/AC/I |
| **WORK EXPERIENCE** | Work experience involving:   * Completing general administrative/clerical tasks. * Taking and preparing minutes at meetings * Diary management * Reception duties | AF/I/R  AF/I/R  AF/I/R  AF/I/R |
| **SKILLS/ KNOWLEDGE/**  **APTITUDE** | Knowledge of:   * Relevant management information systems * Clerical practices and procedures * Electronic/paper filing systems   Ability to:     * Demonstrate an awareness of the core activities of the Fire and Rescue Service * Deliver community safety messages including presentations * Demonstrate good working knowledge of clerical practices and procedures. * Demonstrate knowledge of electronic/paper filing systems * Demonstrate well developed IT skills with a working knowledge of Microsoft Office suite. * Input data and information accurately * Effectively prioritise own workload whilst working to conflicting deadlines * Demonstrate excellent interpersonal skills with the ability to liaise at all levels * Demonstrate attention to detail * Take minutes at meeting * Work on own initiative and as part of a team * Demonstrate a commitment to maintaining confidentiality.   Demonstrate commitment to safe working principles and practices associated with Health and Safety  Demonstrate commitment to the principles of Diversity and Equality | AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/I |
| **OTHER** | Able to meet the transport requirements of the role and travel to various locations across the Service area as requested.  Must be able to work to a flexible working scheme, which may include some weekends/evenings | AF/I  AF/I |

# MEASURE CODE

AF - Application form

AC - Assessment centre

I - Interview

C - Certificates