**Service Delivery Support Officer**

**Job description and person specification**

Devon and Somerset Fire and Rescue Service

**Job description**

**Job title:** Service Delivery Support Officer

**Grade:** Grade 5

**Department:** Service Delivery Support Administration

**Reports to:** Service Delivery Support Administration Manager

**Line manager responsibilities:** Relevant Service Delivery Support Administration Assistants

**Main purpose of job**

To supervise the provision of the full range of consistent administration duties and business support to ensure continued resilience, efficiency, and effectiveness of Service Delivery Support teams.

**Main responsibilities and duties:**

* To undertake a range of duties commensurate with an administrator role to support the services goals and objectives, in accordance with DSFRS policies and procedures, and participate in a team-based environment.
* To undertake the day-to-day supervision of permanent and temporary administration staff, to include but not exclusive to allocating and prioritising workloads, quality assurance, coaching, mentoring, support, and guidance as required.
* To coordinate general administrative support to Service Delivery teams, including the booking of meeting dates and locations, provision of resources, and production of supporting papers and technical support.
* Ensuring that internal communications systems for Service Delivery teams are adequately administered i.e. SharePoint, Teams etc.
* To supervise the administrative support of the operational function of Service Delivery teams, such as Protection, Response or Training.
* Support in the administration of the departments data management systems.
* User support for Service Delivery Support Team (which may include assisting with training and creating guidance notes etc.) relevant to the role.
* Liaising with relevant stakeholders, both internal and external.
* To action internal and external enquiries as and when appropriate, escalating / referring to the appropriate department within the service, as required.
* To support the manager in reasonable requests as required by the Service Delivery teams and any other duties associated with the support of the function.
* To support Service Delivery team requirements in relation to maintaining essential spreadsheets, databases, and systems, including the preparation and distribution of performance reports and project plans in a timely manner.
* To assist Service Delivery teams with the administration of project work and other adhoc matters.
* To authorise orders and stores requisitions via the relevant systems and ensure that any financial administration for the team, (including Procurement card returns) is completed accurately and on time.
* To be responsible for the reporting of property defects.
* To be responsible for the monitoring and completion of team specific Annual Returns including inventories.
* To provide resilience and continuity across the Service Delivery Support Teams.
* To oversee the preparation of operational reports and ensure any time critical reports are submitted in accordance with agreed timescales.
* To assist with the maintenance of the FDO rotas.
* To carry out duties at the main place of work and/ or other locations as required.
* To perform tasks in safe manner in accordance with Health and Safety policies and legislation.
* To participate in the Personal, Professional Development process to identify any personal training and development needs and attend training events as required.
* To maintain the security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. Data Protection Act and all related DSFRS’s Policies to include Data Protection Act 1998 Service Policy document.
* To actively promote the Service’s core values and to comply with Equality and Diversity and all Service polices.

# Our values

* We are proud to help
* We are honest
* We are respectful
* We are working together

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

Grade: Grade 5

Job title: Service Delivery Support Administrator

**Key Competencies**

**Essential**

* Proven ability and an understanding of the need to maintain confidentiality.
* Good written communication skills.
* Good interpersonal and communications skills, including tact, diplomacy and persuasion with a wide range of stakeholders.
* Ability to quickly learn new systems and processes, extracting and manipulating data as appropriate.
* Proven administration and time management skills.
* Good planning and organisational skills.
* High level of computer skills including excellent knowledge of MS Office applications.
* Proven ability to carry out word processing/typing with speed, accuracy and attention to detail.

**Desirable**

* An understanding of the data protection act.

**Work Experience**

**Essential**

* Team leadership management and motivation of others.
* Relevant experience of developing processes and systems for management information to ensure continuous improvement.
* Experience in developing processes and reports against a prescribed specification.

**Desirable**

* Experience of using a finance reporting system (such as Integra).
* Proven experience dealing with invoices
* Ability to service meetings, produce agendas, take and produce minutes.

**Qualifications and Knowledge**

**Essential**

* NVQ Level 3 in Business Administration, or equivalent experience/knowledge

* Understanding of performance management techniques and tools
* Word processing/IT related qualification(s), or equivalent experience
* In depth knowledge of systems and reporting techniques
* Knowledge of office systems and procedures.

**Personal Qualities and Attributes**

**Essential**

* The ability to lead a team and develop and manage own workload.
* Willingness to undergo Secure Disclosure/Vetting as required by the Service.

* Ability to work efficiently and effectively both on own initiative and as part of a busy team.
* High level of resilience and stamina/determination/confidence.
* Flexible/facilitative approach
* Customer orientated approach
* Commitment to continuous improvement
* Ability to travel.