

SOUTH WALES FIRE AND RESCUE SERVICE

JOB DESCRIPTION

Department	Service, Performance and Communications (SP&C)
Post	Service, Performance and Communications Administrative Apprentice
Grade	1
Location	South Wales Fire & Rescue Service Headquarters

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

To support the provision of a quality and professional (SP&C) service to the South Wales Fire & Rescue Service.

The post holder will be expected to achieve the Foundation Apprenticeship in Business Administration Level 2 alongside their day to day work, followed by the Apprenticeship in Business Administration Level 3.

DUTIES AND RESPONSIBILITIES

1. To provide ETP administrative support which includes:-
 - Dealing with general administration such as answering calls, arranging meetings and taking minutes
 - Producing standard and ad-hoc Word Processed documents
 - Supporting the administration of major change projects and programmes to include the implementing of a management information system and a new website
 - Supporting the design and delivery of in-house training on performance management and continuous improvement techniques
 - Interrogating databases to present business data
 - Supporting the media and communications department with social media messaging
2. To successfully complete the Foundation Apprenticeship in Business Administration alongside their work duties followed by the Level 3 qualification.
3. To undertake development opportunities co-ordinated as part of the Apprenticeship scheme.

Date JD Amended: May 2018 by D Howell

Author:- Gillian Goss (HR Manager, Recruitment and Assessment)

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

Please Note:-

Candidates who wish to be considered cannot already hold a higher or conflicting qualification in the same subject area or be undertaking any other government funded qualification.

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PERSON SPECIFICATION

DEPARTMENT	Service, Performance and Communications (SP&C)
POST TITLE	Service, Performance and Communications Administrative Apprentice
GRADE	1
LOCATION	South Wales Fire & Rescue Service Headquarters

Essential criteria marked in **bold with an asterisk*** will be used for short-listing purposes. Please ensure you address these requirements in your Application Form (under the '*Experience and Other Information*' section). You should provide clear evidence that demonstrates you meet each area based on your skills, knowledge, experience and abilities relevant to the post.

Where a qualification is highlighted as being an 'Essential Criteria', you will be required to provide a copy of your Certificates with your Application Form.

Factor	Evidence	Essential/ Desirable	How Identified
Qualifications	GCSE Grade C or Above in English and Mathematics OR Essential Skills Level 2 in Communication and Application of Number	Essential*	Application*
Knowledge/ Experience	Experience of using a range of Microsoft Office Packages, including Word and Excel*	Essential*	Application*
	Ability to speak Welsh	Desirable	Application
Personal Style	An understanding and respect for others*	Essential*	Application*/ Selection
	Ability to work in line with confidentiality policies and procedures	Essential	Selection
Intrapersonal	Ability to work effectively with others	Essential	Selection
	Commitment to self-development*	Essential*	Application*/ Selection
	Ability to communicate effectively both orally and in writing to a range of different audiences	Essential	Selection
Task	Ability to understand, apply and adapt relevant information in an organized, systematic way.	Essential	Selection

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	Ability to adopt a conscientious and proactive approach to work to achieve excellent standards*	Essential*	Application*/ Selection
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The post holder will be expected to achieve the Foundation Apprenticeship in Business Administration Level 2 qualification alongside their day to day work followed by the Apprenticeship in Business Administration Level 3.

Candidates who wish to be considered cannot already hold a higher or conflicting qualification in the same subject area or be undertaking any other government funded qualification.

Please note that where a candidate has yet to receive their GCSE results, they will be asked to produce projected grades.

The successful candidate will be required to undertake a Drug and Alcohol Test prior to an appointment being made.

This document is available in both English and Welsh and we welcome Communication in both of these languages.

