

# PERSON SPECIFICATION – HR029



**DORSET & WILTSHIRE  
FIRE AND RESCUE**

<b>Job Title</b>	Programmes and Performance Administrator
<b>Department</b>	Service Improvement
<b>Job Family</b>	General

<b>Category</b>	<b>No.</b>	<b>Requirements</b>	<b>Essential (E) or Desirable (D)</b>	<b>Evidence: A, I, P, O (see key)</b>
<b>Education &amp; Qualifications</b>	1.	4 GCSE passes - Grade A*- C / 9 - 4, including English and Mathematics or equivalent Level 2 qualification (including L2 functional skills), or higher-level relevant qualification	E	A
	2.	An NVQ Level 2 in Business Administration or equivalent experience (or working towards)	E	A
<b>Knowledge &amp; Experience</b>	3.	Previous relevant experience in a similar role carrying out a range of administration tasks and working with managers within all levels of an organisation	E	A, I
	4.	Working experience within a projects or programmes environment	D	A
	5.	Experience of supporting with system training i.e. Sytle	D	A
	6.	Experience of using databases, recording, and collating data to support delivery	E	A, I
<b>Skills &amp; Abilities</b>	7.	Excellent communication skills and a positive attitude to internal/external customer care	E	A, I
	8.	Competent user of Microsoft 365 or other software and databases to produce documents, spreadsheets, calendars and emails	E	A, I
	9.	Ability to engage with, build and maintain constructive relationships with a wide range of stakeholders both internal and external to the organisation	E	A, I
	10	Ability to interpret guidelines and procedures to problem solve and provide advice	E	A, I
	11.	Ability to work flexibly in a change environment and respond to unplanned demands	E	A, I
	12.	A good eye for detail and ability to	E	A, I

		quality check documents to ensure a high standard		
	13.	Able to interpret guidelines and to use own judgement to resolve routine problems and queries	E	A, I
	14.	Ability to work unsupervised and self manage own time to deal with multiple tasks and deadlines	E	A, I
<b>Additional Requirements</b>	15.	Must be able to fulfil the travel requirements of the role.	E	A, I
	16.	Demonstrates a commitment to equality, diversity and inclusion, adopting a fair and ethical approach to others	E	I
	17.	A willingness to undertake Health & Safety training and comply with statutory responsibilities under Health & Safety legislation.	E	I
	18.	Prepared to undertake specific training as a part of the induction process to develop understanding of Fire Service activities and acquire post entry skills	E	I
	19.	A willingness to travel and work throughout both Counties and outside the Service area as and when required	E	A, I

### **Key to Assessment**

**A)** Application

**I)** Interview

**P)** Presentation

**O)** Selection Tests (Psychometric Testing / Job Related)