

PERSON SPECIFICATION – HR029



**DORSET & WILTSHIRE
FIRE AND RESCUE**

Job Title	Operations Administrator
Department	Operations
Job Family	Admin Support

Category	No.	Requirements	Essential (E) or Desirable (D)	Evidence: A, I, P, O (see key)
Education & Qualifications	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.	Level 3 qualification in Business Administration, BTEC or equivalent relevant experience	E	A
	3.	Experience of using MS Office	E	A, I
	4.	Experience of using databases & bespoke systems	E	A, I
	5.	Experience of organising meetings & taking minutes	E	A, I
Skills & Abilities	6.	Ability to problem solve and provide advice following processes and procedures	E	A, I
	7.	Ability to work unsupervised, when required	E	A, I
	8.	Effective organisational and time management skills and the ability to work to tight deadlines whilst maintaining quality of work	E	A, I
	9.	Ability to work as part of a team	E	A, I
	10.	Effective written communication skills	E	A, I
	11.	Ability to work practically and logically using own initiative	E	A, I
	12.	Excellent communication skills and a positive attitude to internal/external customer care	E	A, I
	13.	An understanding of the need to maintain confidentiality	E	A, I
	14.	Ability to work flexibly in a changing environment and respond to unplanned work demands	E	A, I
Additional Requirements	15.	Full valid driving licence and be able to fulfil the significant travel requirements of the role. Use of own vehicle will be required	* ₁ E	A, I
	16.	Demonstrates a commitment to equality, diversity and inclusion,	E	I

		adopting a fair and ethical approach to others		
	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

* I A Service vehicle may be available, please note Service vehicles are manual transmission only.

Key to Assessment

A) Application

I) Interview

P) Presentation

O) Selection Tests (Psychometric Testing / Job Related)