

PERSON SPECIFICATION – HR029



Job Title	Administrative Assistant (Training Centre)
Department	Operational Training
Job Family	General

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
Knowledge & Experience	2.	Experience of Reception duties and responding appropriately to enquiries	D	A, I
	3.	Proficient in Microsoft Office	E	A, I
	4.	Knowledge of filing, photocopying, scanning and printing duties	D	A
	5.	Experience of dealing with internal and external post	D	A
Skills & Abilities	6.	Excellent communication skills and a positive attitude to internal/external customer care	E	A, I
	7.	Ability to create, maintain, interrogate and provide information from data systems	E	A, I
	8.	Ability to maintain integrity and confidentiality of data	E	A, I
	9.	Numerate – able to understand and work with numbers	D	I
	10.	Good IT skills	E	A, I
Additional Requirements	11.	Must be able to fulfil the travel requirements of the role	E	A
	12.	Demonstrates a commitment to equality, diversity and inclusion, adopting a fair and ethical approach to others	E	I
	13.	A willingness to undertake Health & Safety training and comply with statutory responsibilities under Health & Safety legislation.	E	I
	14.	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
	15.	A willingness to travel and work throughout both Counties and outside the Service area as and when required	E	I

*₁ 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)