

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

Job Title	Business Support Apprentice		
Post Reference	SS CS BSA	Temporary/Permanent	Fixed term until completion of Apprenticeship (15 months)
Grade	Business Administrator Level 3 Apprenticeship	Hours	37
Reports to	Business Support Manager		
Line Management responsibilities (Direct and Indirect)	None		
Directorate/ Department	Corporate Services		
Location	Royal Berkshire Fire and Rescue Service, Newsham Court, Pincents Kiln, Reading, RG31 7SD		
Politically restricted	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	
Level of DBS Check Required	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
Main Purpose of the Job			
<p>The post holder will provide proactive and customer focused administrative support as part of Corporate Services' Business Support Team. Support will be responsive to the needs of the business support function and those it supports. In addition to providing responsive support, the post holder will be assigned specific areas of responsibility, which will include a range of duties including document management, diary management including support for events, visits and systems and database management.</p>			

Organisational Structure

Business Support Manager

Executive
Assistant
to Chief
Fire
Officer

Business
Support
Officer

Business
Support
Officer

Business
Support
Officer

Business
Support
Officer

Business
Support
Assistant

Business
Support
Assistant

Business
Support
Assistant

Business
Support
Assistant

**Business
Support
Apprentice**

Business Administration;

Level 3: QCF Diploma in Business and Administration

Throughout the apprenticeship further knowledge and experience will be gained working within the Business Support Team. The apprentice will support the provision of effective and efficient administrative duties. This will include:

Key responsibilities and Deliverables:

- To take responsibility for specified areas of administrative business support and develop and maintain an understanding of those areas, and any associated systems.
- Undertake analysis and research on specific issues.
- Contribute to the maintenance and development of a range of business processes and procedures. Undertake systems based work through data entry, data interrogation and data assurance.
- Support the development, maintenance and compilation of management/statistical information, and reports from databases and information systems
- Liaising with service users, e.g. Managers, suppliers, external customers, visitors.
- Diary management including an awareness of work programmes and associated deadlines
- Deal efficiently and courteously all queries and correspondence, both written and verbal from a wide range of internal and external customers. Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.
- Prepare and draft reports, responses to correspondence, complaints, Freedom of Information requests, corporate requests for information and local and national matters of public, governmental and national interest.
- Document management including the maintenance of filing systems.
- Arrange and prepare for meetings including the preparation of agendas and taking notes/minutes of the meeting, including SLT, Programme Board and other meetings as required.
- Support the organisation with successful delivery of specific events and visits e.g. arranging venues, setting up meeting rooms, ordering refreshments, and monitoring attendance.
- Liaise with senior local and central government officers, politicians, community representatives and private and voluntary sector organisation representatives
- Maintaining stock and ordering stationery and supplies, including the processing of orders, incoming deliveries, arranging for payment of invoices and the distribution and storage of stock.
- Ensuring confidentiality, professional integrity and discretion is maintained at all times.
- To promote a strong customer focus within the team and the organisation as a whole.
- Commit to completing the Level 3 QCF Diploma in Business and Administration qualification. This includes attending training and producing evidence of the skills and knowledge you require to complete your apprenticeship.

Key Responsibilities and Deliverables:

Personal Specification

Qualifications and training	On recruitment	After Training
Good general education (equivalent of 5 GCSE passes level C or above must contain English Language and Mathematics)	X	
2 A levels grade A-C or equivalent	X	
Apprentices without Level 2 English and Maths will need to achieve this level prior to completion of their Apprenticeship.		X
Level 3: QCF Diploma in Business and Administration		X

Knowledge, skills and experience	On recruitment	After Training
Good interpersonal skills with an ability to communicate effectively, both written and orally, with a wide range of people including senior managers, general public and outside agencies	X	
The ability to develop positive relationships with a broad range of individuals, organisations and members of the public	X	
Excellent self-management, planning and organisational skills to work on own initiative, make decisions to manage own workload, achieve deadlines and meet customer requirements	X	
Excellent IT skills including good word processing, spreadsheet and database skills	X	
Able to manage priorities and deadlines	X	
The ability to provide creative and innovative solutions to problems	X	
The ability to work effectively as part of a team and demonstrate flexibility in approach to tasks	X	
Knowledge of the Data Protection act and Freedom of Information Act requirements and expectations of working in a confidential environment		X
Experience of providing senior manager support		X
Experience of co-ordinating and successfully executing a wide range of tasks		X
Demonstrable experience of co-ordinating, collating and managing information appropriately		X
Experience of providing a consistently high standard of customer service		X
Good political awareness and sensitivity		X
Project management skills		X
Experience of system and database management including data entry, data interrogation and data assurance		X

Other Requirements

Ability to travel to other locations within the county of Berkshire

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion. Prepared to work occasional evening or weekend.

Applicant will need to complete and pass the pre-employment medical questionnaire.

RBFRS Behaviours

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

Personal Impact	Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies. Take responsibility for your own performance (including personal fitness) and participate positively in development activities.
Working Together	Promote and adhere to the Service's policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice. Contribute to the development of others.
Delivering Quality and Service	Treat members of the public with respect. Respond to the different needs of individuals and groups within the organisation and in the community.
Organisational Effectiveness	Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour. Demonstrate commitment to helping the service achieve its corporate commitments and vision.
Health, Safety and Wellbeing	Practice and promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.

Profile prepared by:	Business Support Manager		
Approved by:	Head of Corporate Services		
Profile Effective from:	March 2021	Last reviewed:	August 2024

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Post holder name:		Signature:	
		Date:	