**ROLE PROFILE**

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| **Role Title:** | | **Northumbria Local Resilience Forum [NLRF] Business Support Officer** | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | | SS028/30337 | **Job family:** | *To be determined at later phase* |
| **Grade:** | | **D**  FTC for 3 years | **Location:** | Force Coordination TBC |
| **Allowances:** | | N/A | **Politically restricted post:** | No |
| **Area command / Department:** | | Force Coordination | **Vetting level:** | RV |
| **Reporting to:** | | LRF Coordinator | **Date accepted as a role profile:** | January 2022 |
| **Posts responsible for:** | | N/A | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Undertake the administration and programme the frequency of all Northumbria Local Resilience Forum [NLRF] meetings ensuring timely meeting invites, information sharing, note-taking and forward look of dates ensuring the efficient running and provision of secretarial / administrative systems are in place. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Provide effective administrative support arrangements in relation to:   * Operating an efficient system of incoming and outgoing correspondence (including e-mails) * Maintaining computerised records and databases * Filing and record keeping * Ordering goods and services | | | |
| **2** | Arrange meetings/virtual LRF meetings (to support the chair /s). This will include note taking and maintaining of distribution lists to ensure accurate distribution. Provide administration support to Strategic Board, Tactical Business Management Group and Standing, Task and Finish Group Chairs and assist the LRF Manager / LRF Coordinator where required with the various Local Resilience Forum meetings held. | | | |
| **3** | Organise the daily workload and prioritisation of the LRF based upon existing processes. | | | |
| **4** | Support the planning, development, design, organisation and monitoring of administrative systems, procedures and policies giving advice when requested. | | | |
| **5** | Ensuring key information relating to the performance management requirements of the LRF are recorded effectively, accurately and efficiently producing reports when requested by the LRF Manager | | | |
| **6** | Support the LRF Manager/Coordinator in all aspects of LRF work including raising budget purchase orders and invoices | | | |
| **7** | Undertake secretarial duties as required which will include arranging meetings, conferences, seminars, travel and accommodation, resolving problems that arise quickly and efficiently. | | | |
| **8** | Support with the administration of NLRF training and exercising events | | | |
| **9** | Facilitate and administer NLRF Resilience Direct | | | |
| **10** | Deputise for the LRF Coordinator when required | | | |
| Any other duties within the purview of the grade | | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| To maintain and develop internal and external relationships with all LRF Partners | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc* |

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined* | |
| **First 6 months** | |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** | |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | * NVQ 3 in Business Administration or equivalent * Relevant knowledge and experience |  | Application/interview/  CPD |
| Planning and organising | * Organisational skills and able to prioritise workload. * Excellent planning skills * Experience of managing multiple calendars, meetings/virtual meetings, taking of notes and maintaining distribution lists to ensure accurate distribution * Basic computer skills with a sound working knowledge of Microsoft Office and the ability to produce reports and other documentation to a high standard of presentation * Experience of setting up, implementing and maintaining internal administration processes and procedures |  | Application/interview/  CPD |
| Problem solving and initiative | * Flexible approach to meeting workloads and deadlines, with competing demands causing interruptions. * Positive attitude to work and a successful member of a busy team |  | Application/interview/  CPD |
| Management and teamwork | * Good team worker * Ability to demonstrate commitment to providing an efficient and effective high quality service. * Ability to prioritise own workloads and work on own initiative with minimum supervision |  | Application/interview/  CPD |
| Communicating and influencing | * Able to communicate and influence effectively both orally and written. * Experience of communicating effectively with peers at varying levels |  | Application/interview/  CPD |
| Other skills and behaviours | * Enthusiastic & flexible * Motivated & hard working * To promote a culture that supports quality and excellence across the LRF |  | Application/interview/  CPD |