



Job Description

Role Title	Team Administrator
Department	Administration & Secretariat w/in Professional Services
Responsible to	Administration & Secretariat Team Leader
Job Level	Level 7

Summary Purpose

To offer **professional and high-quality** administrative support to the NFCC Admin & Secretariat function, the wider NFCC and it's stakeholders as required.

Acting as a first point of contact for general administrative tasks, including supporting the Admin & Secretariat team on projects as required.

Booking of staff travel and accomodation.

Assisting with meeting scheduling; booking venues, catering and refreshments for exeternal meetings.

Assisting with mailbox management, esculating queries to the relevant member(s) of the Admin & Secretariat team as well as other NFCC colleagues.

Supporting staff across the NFCC with the formatting, standardisation, proof-reading and distribution of documents in-line with NFCC guidelines.

Aiding the Admin & Secretariat team in their management of various platforms and databases including our communities platform and membership database. Creating new user accounts and subject matter groups as well as handling queries, handling membership forms and handling requests.

Assisting with the maintenance of distribution lists and contact sheets.

Maintaining and updating trackers, distributing to the relevant contacts where required.

Ad-hoc secretariat support where required.



Key responsibilities / level of accountability for delivery

- Build and maintain key relationships with Admin & Secretariat team, wider NFCC colleagues and stakeholders as required
- Booking of travel and accommodation for NFCC colleagues
- Responsible for supporting the uptake of the membership database, helping to drive member engagement
- Maintaining communities platform for internal staff as well as Fire & Rescue Service colleagues
- Assist in managing a number of NFCC mailboxes with high traffic, responding where possible or if not acting as a signpost to other areas of the organization
- Involved in updating areas of the organisations website, advertising roles on behalf of Fire & Rescue colleagues, updating the internal intranet etc.
- Able to prioritise a high volume of actions and use own initiative to manage time and complete tasks.
- Updating and maintaining NFCC in-house filing and admin systems
- Work alongside and offer support to colleagues, sharing tasks and workload
- General administrative tasks or short term project work as and when required from internal or external parties

Key outputs including typical timeframes

- Responses to emails, incoming correspondence, community platform posts and member enquiries in a timely fashion.

Key Relationships

Key relationships here are internal staff but there would need to be an awareness of stakeholders, committee chairs etc. if sending correspondence on behalf of the team. Some basic relationship forging would be expected.

- Administrative and secretariat team
- NFCC Colleagues
- NFCC Senior Management
- Trustees
- Members (Fire & Rescue Staff)
- Chief Fire Officers and Personal/Executive Assistants
- Committee Chairs and subject matter experts
- External Stakeholders (e.g. Government officials, charity partners)

Education, Qualifications, Experience

- Administrative/office experience (competent upwards)
- Experience using the Microsoft Office Package – particularly Microsoft Word, Excel and Outlook.
- A good grasp on business English (proficient)
- Exposure to a community platform/membership database (preferred but not essential)
- Experience of note taking/minute taking (preferred but not essential)
- Experience in professional communication at all levels across a large organisation



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Behaviours and Values

- Personable & professional
- Excellent communication skills, both verbal and written
- Friendly & approachable
- A willingness to help
- Teamwork
- Visibly display the NFCC values
- Reliable
- Efficient
- Flexible & adaptable
- Willingness to learn