



## Job Description

<b>Role Title</b>	Administrative & Secretariat Support Officer
<b>Department</b>	Admin & Secretariat w/in Professional Services
<b>Responsible to</b>	Administration & Secretariat Team Leader
<b>Job Level</b>	6

To offer a ***complete, professional and high-quality*** secretariat function including frequent minute-taking, collation [and formatting](#) of papers, creation of agendas, arranging [and attending](#) meetings as required for a number of stakeholders including NFCC Chair, NFCC staff, senior management, trustees, Chief Fire Officers, [NFCC Committee Chairs and](#) subject matter experts. Follow set NFCC standards (attention to detail). Dispatch of documents. All handled with confidentiality and discretion.

Manage and coordinate regular in-person meetings of between 10 and 50 attendees, with responsibilities to include room bookings, room set-up, catering and refreshments as required, liaising with speakers, collating presentations and papers etc.

Manage a high volume of correspondence from a number of sources including internal, general public, FRS' & governmental. Responding where applicable, in a timely fashion, or acting as a "signpost" to other areas of the organisation.

Updating areas of the NFCC website and intranet as required e.g. NFCC affiliate jobs section and committee pages.

Supporting staff across the NFCC with the creation, formatting, standardization, proof-reading and distribution of documents for internal and public use.

Ad-hoc support with staff travel and hotel bookings.

Administrative management of our communities platform, distribution list and contact sheets. This includes creating new user accounts and subject matter groups as well as handling queries.

Ad-hoc Administrative support of the membership platform, including handling membership forms and acting as a point of contact for approximately 500 individual members.



### **Key responsibilities / level of accountability for delivery**

- Minute taking – team members take responsibility for creating accurate meeting minutes for technical, semi-technical and internal meetings
- Some travel to locations across the UK to attend meetings may be required as part of this role
- Offering a complete secretariat function in terms of compiling agendas, collating and circulating papers
- Responsibility for a designated number of regular meetings or committees including arrangement of suitable meeting dates and understanding of relationships between meetings
- Build and maintain key relationships with NFCC Chair, the leadership team, senior staff and committee chairs
- Booking of travel and accommodation for NFCC colleagues
- Support with maintaining membership database, including regular updating of membership and involved in driving member engagement
- Maintaining communities platform for internal staff as well as Fire & Rescue Service colleagues
- Manage a number of NFCC mailboxes with high traffic, responding where possible or if not acting as a signpost to other areas of the organisation
- Involved in updating areas of the organisation's website, advertising roles on behalf of Fire & Rescue colleagues, updating the internal intranet etc.
- Supporting the subject matter experts recruitment process
- Able to prioritise a high volume of actions and use own initiative to manage time and complete tasks.
- Creation of purchase orders, responsibility for attributing spend to team budgets
- 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**

- Creation of minutes with deadlines ranging from one week to one month depending on meeting size & frequency.
- Responses to emails, incoming correspondence and community platform posts in a timely fashion.

### **Key Relationships**

- Administrative and secretariat team
- NFCC Senior Management
- Trustees
- Internal NFCC staff
- 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**

- Minute taking experience (competent upwards – some learning on the job but some experience is necessary)
- Administrative/office experience (competent upwards)
- Experience using the Microsoft Office Package – particularly SharePoint, Microsoft Word, Excel and Outlook.
- A good grasp on business English (proficient)

### **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