

# Recruitment Information Pack



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

## SDA ADMIN SUPPORT ASSISTANT

VACANCY REF:	SFRS02160
CONTRACT STATUS:	Temporary
GRADE:	2
LOCATION:	Motherwell Community Fire Station
DEPARTMENT:	Corporate Governance, Strategic Planning, Performance and Communications
SALARY:	£20,521 - £21,968
HOURS:	35 Hours
CLOSING DATE:	20 September 2022

The recruitment information pack is designed to provide you with as much information as possible, relevant to the role and the SFRS recruitment and selection process.

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

If you have any further questions, please contact the Workforce Planning and Resourcing Team on 01698 402551 or email [SFRS.PODVacancies@firescotland.gov.uk](mailto:SFRS.PODVacancies@firescotland.gov.uk).



Blue Light Together

# THE SCOTTISH FIRE AND RESCUE SERVICE

The Service was established on 1 April 2013, bringing together the collective skills and experience from across Scotland's previous eight Fire and Rescue Services.

Now, as national organisation we deliver our front-line services locally across the 3 Service Delivery Areas (SDA's) in the North, East and West of Scotland. More information about the SDA's, including maps showing area coverage, can be found by clicking on the links detailed below:

[North Service Delivery Area](#)

[East Service Delivery Area](#)

[West Service Delivery Area](#)

As well as front-line Service Delivery roles, our uniformed roles can span into Directorate functions such as Response and Resilience, People and Organisational Development, Prevention and Protection.

Our high service standards have demanded an ever-increasing commitment to development and our uniformed colleagues continue to be amongst the best equipped and most highly trained in the world.

## BENEFITS

A career in the SFRS is wide and varied. As well as excellent learning opportunities, working with us you can expect:

- A rewarding, varied career
- A competitive salary and attractive pension scheme
- A range of excellent family friendly policies including those that promote a work life balance
- Excellent training, development and career progression opportunities
- Generous leave entitlement that increases with service
- Wide range of employee benefits available to you and your family including the Firefighters charity/Family Support Trust
- Access to 'mylifestyle' for saving/discount schemes, including tax savings through our salary sacrifice schemes
- Access to gym facilities and health and wellbeing services and advice
- The potential to work in widely diverse workplaces and locations across Scotland
- To be a part of and contribute to a service that is committed to strengthening its place in communities and supporting public life and better outcomes for local communities.

**By working together and delivering on the aims of reform, we will reduce the risk to our communities and make Scotland a safer place**



# JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Service Delivery Area (SDA) Admin Support Assistant</b>		
<b>DEPARTMENT:</b>	<b>SPPC</b>		
<b>RESPONSIBLE TO:</b>	<b>Service Delivery Area Administration Team Leader</b>	<b>GRADE:</b>	<b>2</b>

*Please note that this job description is indicative of the nature and level of responsibilities associated with this role and is not intended to be exhaustive.*

## **ROLE OVERVIEW**

To work flexibly in a key business support role to provide a high quality and sustainable business support to local Service Delivery Area Management Teams.

## **KEY CONTACTS**

1. Head of Service Delivery Area
2. Head of Service Delivery Area Management Teams
3. Local Senior Officers
4. Local Senior Officer Management Teams
5. Corporate Business and Admin Manager
6. Corporate Admin Team Leader
7. Corporate Admin Team
8. SDA Team Leader
9. SDA Assistant Team Leader
10. Station-based SDA personnel

## **FUNCTIONAL RESPONSIBILITIES / KEY TASKS**

1. To provide full administrative support for SDA meetings including support for management team and fact-finding meetings i.e. acting as minute taker on a regular basis, producing agendas, collating papers and reports and taking appropriate follow up action as required. In addition to regular scheduled meetings, to provide additional support to other areas where required for disciplinary hearings and appeals.
2. To work flexibly with all Service Delivery Area Admin Teams and the Corporate Admin Team to provide a flexible, comprehensive and confidential business and administrative support service to suit the changing needs of SFRS.
3. To provide reception/first point of contact for local Service Delivery Area Management Teams and Head of Service Delivery and SDA locations. Receiving and filtering messages, handling telephone calls and meeting and greeting internal and external stakeholders, business partners and visitors as appropriate.
4. To provide full administrative support with regards room bookings, dealing with requests across the Service area and to maintain booking systems for rooms, video conference and ICT meeting facilities.
5. To support local SDA officers and managers within the SDA including co-ordinating diaries, making appointments, arranging meetings, catering, room and pool car bookings.
6. To provide full administrative support to SDA managers regarding the processes for sickness absence and Special Leave including dealing with enquiries and provision of advice/guidance, investigating and resolving issues/discrepancies with data, and identifying missing information.

7. To process, verify and update confidential and sensitive information relating to sickness absence, Trade Union Leave and Special Leave and to monitor details and provide information for relevant managers.
8. To process, verify and update confidential information relating to annual leave, including making manual adjustments to leave calculations, investigating and resolving issues/discrepancies and assisting with providing and calculating accurate leave for support staff.
9. To process financial information including; receiving quotations, raising purchase orders and stock requests, receiving requisitions and issuing goods, receipting goods, matching invoices, ensuring invoices are coded accurately and sent to the correct budget holder for authorisation, maintaining records and using the SFRS' Financial Systems to handle any related enquiries regarding goods and payment from suppliers and internal customers.
10. To support procurement processes including identifying appropriate suppliers, obtaining quotes for comparison and setting up supplier creation forms.
11. To ensure all incoming mail is distributed and responded to within agreed timescales, with due care, attention and awareness of office security, topping up financial credit on franking machines, accessing petty cash for stamps and attending the post office as appropriate.
12. To provide efficient administrative support for all outgoing mail including recorded and special deliveries, expedited deliveries, couriers, international mail items and liaising with external mail service providers.
13. To deal with SDA related enquiries and process related correspondence.
14. To handle enquiries received in relation to Comments, Compliments and Complaints, to determine the appropriate recipient and to ensure these are passed on to the relevant station/section/manager for response.
15. To research and collate written and statistical information, process reports, general correspondence and other documentation in order to support local SDA officers and managers and internal departments and processes.
16. To maintain, upload documents and prepare information for a variety of Information Systems, including iTRENT, Sharesite, Gartan, Establishment spreadsheets and other relevant systems and databases.
17. To maintain and develop all relevant filing systems and to process and file confidential and sensitive information relating to payroll, HR and finance as required.
18. To process, verify and update confidential details relating to the Gartan availability system ensuring accuracy, investigating and resolving issues/discrepancies in order to maintain appliance availability and operational cover across the Service.
19. To handle confidential and sensitive information appropriately in line with organisational requirements, data protection legislation and GDPR.
20. To process and monitor petty cash for the SDA including cash handling, checking balance sheets for accuracy, verifying and countersigning transactions, calculating and verifying area balances, providing guidance for area management teams and collecting monies from the local bank ensuring all SFRS procedures are adhered to.
21. To process, organise and confirm travel arrangements, including rail, air and ferry travel and all accommodation bookings relating to local SDA activities.
22. To maintain stock of stationery/consumables and re-order when required.
23. To support processes relating to leavers, retirements and LSGC medal awards, long service recognition ceremonies and Chief Officer Commendations, including producing certificates, ordering gifts and arranging and facilitating presentation and ceremonies.
24. To maintain and report faults for office based equipment and assist in escalating property issues where appropriate.
25. To maintain an up-to-date relevant office inventory.
26. To maintain security at local premises throughout the day and follow any necessary procedures to secure buildings as appropriate. This may also include assisting with weekly fire alarm tests.

27. To carry out project related admin and support Directorate workloads where this is required to suit the needs of SFRS as agreed with line manager.
28. Regular travel to meetings, workshops and training courses across SFRS as required including utilising SFRS pool cars in accordance with all current Fleet policies and procedures, and Health and Safety Risk Assessments.
29. To carry out any other duties consistent with the post as required.

## **ADDITIONAL INFORMATION**

### **Essential Criteria**

- Relevant office experience
- Experience of Minute Taking
- Experience of working in a busy office environment
- Experience of being able to generate positive working relationships to achieve an end result
- Ability to communicate clearly and confidently
- Ability to work on own initiative in a time limited and pressurised environment
- Awareness of confidentiality
- Knowledge and experience of IT packages, e.g. Microsoft Office, Sharesite, Outlook
- Evidence of continued professional development

### **Desirable Criteria**

- Knowledge of ERP Systems (iTrent, Tech One, etc.)
- Experience of dealing with finance issues, e.g. petty cash, payroll, invoicing

## **THE FOLLOWING PERSONAL QUALITIES & ATTRIBUTES (PQAs) ARE REQUIRED WITHIN THIS ROLE:**

### **Commitment to Diversity and Integrity:**

- Demonstrates a fair and ethical approach in all situations
- Demonstrates confidentiality

### **Openness to Change:**

- Proactively supports change, adjusting approach to meet changing requirements

### **Confidence and Resilience:**

- Maintains a confident, controlled and focused attitude in highly challenging situations

### **Working with others:**

- Works effectively with others
- Leads, involves and motivates others

### **Effective Communication:**

- Excellent interpersonal skills
- Ability to communicate effectively both orally and in writing.

### **Commitment to Development:**

- Committed and able to develop self, individuals, teams and others to improve organisational effectiveness

### **Problem Solving:**

- Understands and applies relevant information to make appropriate decisions and create practical solutions

**Situational Awareness:**

- Has an active awareness of environment to promote safe and effective working
- Evidence of a thorough knowledge of fire and community safety issues

**Commitment to Excellence:**

- Leads others to achieve excellence by the establishment, maintenance and management of performance requirements

**Planning and Implementing:**

- Ability to prioritise own workload and work on own initiative
- Creates and implements effective plans to manage workload in line with organisational objectives and priorities

**Political & Organisational Awareness:**

- Recognises the political impact of actions
- Evidence of representing management at internal / external events

**GENERAL RESPONSIBILITIES**

- The post holder shall ensure that all duties of the post are undertaken in accordance with the Equality Act 2010, the Human Rights Act 1998, the SFRS's Code of Conduct, Dignity and Integrity at Work Policy and other policies designed to protect employees and service users from discrimination and harassment. It is the duty of the post holder to actively promote equalities, encourage a workplace culture of inclusivity and not to act in an unlawfully prejudicial or discriminatory manner towards employees or service users.
- To promote the health, safety and welfare of employees at work and of service users through the implementation of the Scottish Fire and Rescue Service's Health and Safety Policies in accordance with all relevant statutory requirements, leading by example.
- To protect the confidentiality at all times of customers, partner organisations, and other third parties, where applicable by ensuring that reporting employees comply with the organisations IT Security Policy and procedures.

# TERMS and CONDITIONS

<b>JOB TITLE</b>	<b>SDA Admin Support Assistant Strategic Planning, Performance and Communications</b>
<b>LOCATION</b>	<b>Motherwell Fire Station &amp; LSO Offices, Motherwell</b>
<b>CONTRACT STATUS</b>	<b>Temporary</b>

## **HOURS OF WORK**

This is a full-time post however applications from individuals seeking to work on a flexible working basis would be considered.

The standard working week for support staff posts is 35 hours.

The standard work pattern for support staff is as follows;

Monday – Thursday 0845 – 1645

Friday 0845 – 1530

There is a 45-minute unpaid lunch per day.

In order to maintain service delivery until 1645 on Fridays, your work pattern may be adjusted locally to provide this cover within your Directorate or Section. This arrangement is based on any rota applicable within your workplace.

## **PAY**

The salary range for this role is £20,521 - £21,968.

Salary on appointment will normally be on the bottom point of the salary scale, with progression subject to regular review in line with the SFRS performance appraisal arrangements. A higher salary placing will be considered in exceptional circumstances subject to experience demonstrated.

Your salary will be paid monthly, directly into your bank account. Salaries are paid on the second last day of each calendar month unless this falls on the weekend, in which case it will be paid on the Friday.

## **PENSION**

This post is pensionable.

Her Majesty's Revenue & Customs have set limits on the tax relief on your pension. Where your pension entitlements increase and these exceed the tax relief limits set, you will have to pay tax on the excess. There are two thresholds to be aware of. One of which is known as the Annual Allowance (AA) which permits a maximum increase in the value of your pension in a given year. The other is the Lifetime Allowance (LTA) which limits the total value of your overall pension pot. If either of these thresholds is breached, this may lead to an increased tax liability.

Applicants seeking promotion should therefore recognise the potential for any substantial increase in pensionable pay to result in an additional tax liability.

The calculation of your pension pot is subject to a complex calculation that allows for factors specific to each employee to be taken into consideration. It is therefore not possible, or appropriate, for SFRS to issue you with advice on this. All applicants are advised to take the effects of the AA or the LTA into consideration when applying for promotion.

If you are concerned that you may exceed these limits if you are successful in applying for a promotion, it is strongly recommended that you seek independent financial advice in respect of the potential impact of this upon your personal financial position.

Advice on Pensions and Taxation can also be accessed through the following links:

[Tax on your Private Pension](#)

[Scottish Public Pensions Agency](#)

### **ANNUAL LEAVE**

The standard annual leave entitlement for full time employees is 28 days, rising to 34 days after 5 years continuous service. Additional leave will commence in the leave year following completion of 5 years' service.

### **PUBLIC HOLIDAYS**

There are 6 fixed public holidays, designated by the SFRS for support staff.



# THE SELECTION PROCESS

## **ONLINE APPLICATION**

Please ensure that you complete the on-line application as fully as you can. It is important that you demonstrate how you meet the essential and desirable criteria outlined within the Job Description.

## **SHORTLISTING**

The SFRS evaluate candidate suitability for a role by assessing your knowledge, experience and skills in relation to the criteria for the role and the Personal Qualities and Attributes (PQAs) detailed within the Job Description.

You need to be clear and specific about your skills and experience as only the most suitable applicants will be selected for interview based on the evidence provided in the application.

## **ROLE SPECIFIC ASSESSMENT**

The SFRS endeavor to identify and select the best candidate for each role and use assessment tools e.g. Psychometric tests or practical exercises such as presentations or a written exercise, to offer further objective information about a candidates' abilities in relation to the role applied for.

The tests give a measure of your strengths/limitations. Research has shown that people who do well in these tests go on to do well in the job itself.

For further help and preparation tips relating to psychometric tests, you can click on the following link, where you will be able to practice different types of ability and personality tests; [Practice Tests](#). Alternatively, you can do a Google search for different types of tests.

As you progress through the selection process, you will receive more detail about any tests you may be asked to complete.

## **INTERVIEW**

PQAs measure the underlying attitudes and behaviours upon which good performance lies. To ensure you are in the best position to perform to your highest standards during our selection process, make sure you review the PQAs outlined in the Job Description, and have prepared examples of times you have successfully demonstrated these behaviours in the past. PQAs are sometimes referred to as 'competencies': for tips on how to prepare you may wish to conduct an internet search e.g. "preparing for a competency-based interview".

## **OFFER**

If successful we will issue an offer of appointment. The offer of appointment will be conditional and subject to the following pre-employment checks: -

### → **Confirmation of Right to Work in the UK**

In line with the Immigration, Asylum & Nationality Act 2006, all candidates applying for SFRS roles must be eligible to live and work in the UK. Documented evidence of eligibility will be requested from candidates as part of the selection process and will require to be checked and verified.

### → **Medical**

Candidates are either requested to attend a pre-employment medical examination or complete a pre-employment medical questionnaire; both are subject to approval from our Health and Wellbeing Team.

We expect high levels of attendance from our employees. As part of the medical process we ask you to provide details of your attendance at work in the previous year. Absences of more than 10 working

days may be investigated further with due consideration given to the timescales and reasons for these absences.

→ **Receipt of satisfactory references.**

When completing the application form, you will be asked to include details of two referees. We recommend that you obtain the approval of any individual whose details you input into this section. If we do not receive references timeously this may affect your start date and appointment with the SFRS.

The referees should be two individuals who have known you for at least 12 months and who know you in a work capacity or can comment on your ability to carry out the role applied for. At least one of these should be from your current employer, where possible, providing you have been employed with them for a period of at least 12 months prior to submitting your application. The referees should not be related to you in any way.

Referees will not be contacted unless a formal Offer of Employment is made.

→ **Criminal Record Check**

Dependent on the nature of the post, it may be necessary to undertake a criminal record check. This may be a standard, enhanced or PVG disclosure. The SFRS will pay the required fees associated with the criminal record check.

Further information on the Disclosure process can be found at [www.mygov.scot](http://www.mygov.scot).

***Should any of the above stages not be fully satisfied, the conditional offer of employment may be withdrawn or deferred for review of individual circumstances.***

**DISABILITY**

The SFRS is an equal opportunities employer and a Disability Confident Employer. As such our selection processes are designed to promote equality of opportunity for all. We will ensure all applicants that declare a disability and/or Specific Learning Difference (SpLD), who meet the essential criteria for the post, will be invited to attend for interview.

“Essential criteria” means you must meet the essential criteria as detailed in the advert and job description. This will be specific to each role and may include a minimum level of role/grade, relevant qualifications, skills or experience, essential to the role.

As part of the application, you will be given the opportunity to specify your disability/SpLD and outline any special requirements or reasonable adjustments you require.

**DIVERSITY MONITORING**

The SFRS values diversity in our workplace and we would encourage everyone who has the necessary skills and experience to apply.

Information given on the diversity questionnaire will be treated in strictest confidence and will be retained for monitoring purposes.

It will be kept separately from your application form and will not be made available to those involved in the selection decision.

**KEEPING IN TOUCH**

We aim to keep you up to date on the progress of your application. All communications will be sent to the e-mail address provided by you on your application. Please ensure that you keep your personal details updated at all times and that you regularly check your e-mail account and spam folder.