

West Yorkshire Fire & Rescue Service

Job Description.

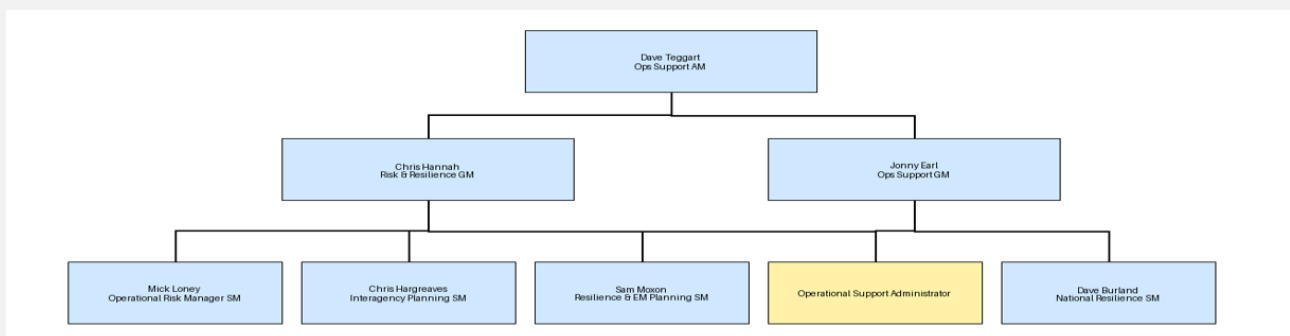
Post Title: Operational Support Administrator

Grade: Grade 3

Responsible To: Operational Support Group Managers

Purpose Of Post: To provide a comprehensive, professional and confidential administrative support function within the Operational Support function. The role supports operational departments through effective diary management, coordination of meetings and events, data analysis, and the provision of accurate information to support decision-making and organisational priorities.

Organisational chart.



Main duties and responsibilities of the role.

1. Provide a comprehensive administrative and confidential support service to operational support teams, ensuring efficient communication and coordination across departments
2. Manage complex diaries, inboxes and scheduling requirements, ensuring priorities are balanced and time is effectively utilised
3. Organise, coordinate and support meetings, including preparation of agendas and papers, minute taking, and tracking actions to completion
4. Maintain, analyse and report on operational and corporate data, identifying trends and producing reports to inform decision-making and operational workstreams

5. Support project delivery by maintaining records, monitoring issues and decision logs, and providing administrative support to project teams.
6. Develop and maintain effective working relationships with internal departments and external stakeholders, including partner agencies and senior officials.
7. Coordinate travel, accommodation, events and official visits, including preparation of itineraries and hospitality arrangements.
8. Maintain and audit electronic filing systems, databases and records in line with information governance and data protection requirements
9. Manage administrative processes including budgets (e.g. stationery, hospitality, travel), procurement, and financial record keeping where required.
10. Support operational functions including visitor management, contractor access, dissemination of information, and maintenance of departmental records.

Organisational wide responsibilities.

11. Adherence to the NFCC Code of Ethics and West Yorkshire Fire Service Values.



12. To implement and promote the Authority's:
 - Health and Safety policies.
 - Equality and Diversity policies.
 - Information Security Management System policies.
 - Safeguarding policies.
 - Business continuity policy and contingency arrangements.
 - Policies related to General Data Protection Regulation and Data Protection Act 2018.
 - Commitment to maintaining our Customer Service expectations.
13. A satisfactory Standard Disclosure and Barring check and SC Clearance for the role.

Skills and experience requirements for this role.

In the supporting statement section of the application form give clear, concise examples of how **you meet all of the Essential person specification criteria** (i.e. items you must be able to do from day one to be able to do the job), **identified as ‘Application’ in order to be shortlisted for this vacancy**. If a large number of applications are received, only those who also meet the Desirable criteria, identified as ‘Application’, will be shortlisted, i.e. criteria you need to do the job, but which could be learnt during training.

Please list or number the competency criteria below against which you are providing evidence/examples in order to structure your supporting statement in a well organised way.

There may be some criteria that are identified through ‘Selection Process’ only. **You will only be assessed on these criteria during the selection process and not from your application form**, this may involve tests, presentations, interview etc.

	Experience.	Essential/ Desirable.	Where identified.
1.	Demonstrable knowledge/experience in an administrative role, including diary and inbox management	Essential	Application & Selection Process.
2.	Experience supporting senior leaders or operational teams in a complex environment	Essential	Application & Selection Process.
3.	Experience of organising meetings, producing accurate minutes and managing actions	Essential	Application & Selection Process.
4.	Experience of analysing data and producing reports	Essential	Application & Selection Process.
5.	Experience of working with ICT systems including Microsoft Office (Word, Excel, PowerPoint)	Essential	Application & Selection Process.

	Education and Training.	Essential/ Desirable.	Where identified.
6.	Literacy and Numeracy at Level 2 / GCSE Maths and English Grade C or above / equivalent qualifications, or equivalent level of literacy and numeracy gained through work experience.	Essential	Application.
7.	IT qualification (Level 2 or equivalent) or relevant experience	Essential	Application & Selection Process.
8.	Administrative/secretarial qualification (e.g. RSA Stage III or equivalent)	Desirable	Application & Selection Process.

	Special knowledge and skills.	Essential/ Desirable.	Where identified.
9.	Excellent communication skills with internal and external stakeholders	Essential	Application & Selection Process.
10.	Ability to work independently, manage competing priorities and meet deadlines	Essential	Application & Selection Process.
11.	Ability to handle sensitive and confidential information with discretion	Essential	Application & Selection Process.
12.	Demonstrate commitment to good data quality within all areas of work.	Essential.	Application & Selection Process.
13.	Demonstrate commitment to and understanding of Equality & Diversity, NFCC Core Code of Ethics and WYFRS values.	Essential.	Application & Selection Process.
14.	Ability to work flexibly and adapt to changing priorities and demands	Essential	Application & Selection Process.
15.	Vetted to Security Check Level (SC Clearance)	Essential	Application

Job Description last updated: 08/06/2026