



THE PERSON

Heritage & Volunteer Officer

Criteria	Essential / Desirable	Method of Assessment
Qualification		
Level 2 standard of education (e.g. GCSE) or equivalent experience demonstrating basic numeracy and literacy.	E	
Knowledge & Experience		
Experience of developing and maintaining administrative systems.	E	
Experience of giving presentations to large and small groups of people across all sectors.	E	
Experience of recruitment processes and supporting volunteers.	E	
Experience of working with external partners and networks including heritage, education and third sector.	D	
Experience of working independently and as part of a team.	E	
Experience of using information to solve problems.	E	
Knowledge of the broader activities of Essex Fire & Rescue Service.	D	
Skills & Abilities		
Strong planning and organizational skills and ability to prioritise tasks effectively.	E	
Empathy with volunteers and an understanding of their needs.	E	
Good written and verbal communication skills.	E	
Confident in using ICT systems such as Word, Excel, Outlook.	E	
Able to work on own initiative without constant supervision.	E	
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure.	E	
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines.	E	
Able to help others acquire skills and experience.	E	
Other		
The ability to travel around the county will be required.	E	Application Form
Willingness to work flexibly.	E	Application Form

Person Specification

Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application Form