



## THE PERSON

### Operations Department Support Officer

Criteria	Essential / Desirable	Method of Assessment
<b>Qualification</b>		
Level 2, 3 or 4 standard of education (e.g. GCSE, A-level or CertHE HNC) or equivalent experience.	E	Application Form
Hold a full UK driving license	E	Application Form
ILM Level 3 Certificate in Management, or equivalent gained through in-house programme or experience.	D	Can be gained once in role
<b>Knowledge &amp; Experience</b>		
Provide examples of previous administrative/office experience gained in a work or learning environment.	E	Application Form
Experience in attending meetings, taking/recording of minutes and setting & updating agendas.	E	Application Form
Experience of document management including interpreting and supporting the production of policy and guidance.	D	Application Form
Experience of working in and understanding how the day-to-day running of a team can achieve effective outcomes.	E	Application Form
Experience of analysing and interpreting information to support the development of solutions or solving of problems.	E	Application Form
Knowledge of the broader activities of Essex Fire & Rescue Service and working with Trade Unions.	D	Application Form
<b>Skills &amp; Abilities</b>		
Excellent written and verbal communication skills. Can interpret policy and procedures.	E	Application Form

## Person Specification

Confident in using ICT systems and Microsoft Office programs such as Word, Excel, Outlook, PowerPoint etc. (may be role specific systems).	E	Application Form
Excellent interpersonal skills, communicates professionally and develops constructive working relationships.	E	Application Form
Excellent time management and planning and organisation skills.	E	Application Form
Able to support changes in service provision in a positive and constructive manner.	E	Application Form
Proficient in assessing problems and determining the most appropriate action.	E	Application Form
Is approachable and confident in supporting the delivery of team/department objectives.	E	Application Form
<b>Other</b>		
The ability to travel around the county may be required.	E	Application Form
Is able to attend regional & national meetings which could require staying away from home.	D	Application Form
Willingness to work flexibly.	E	Application Form
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