



Green Book Employees

IPDS

An Integrated Performance
Management, Pay and
Grading System

JOB SUMMARY
Operations Administration Supervisor
Administration 1C



Making West Midlands Safer

WEST MIDLANDS FIRE SERVICE

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APPENDIX 10B JOB SUMMARY

Role Title: Operations Administration Supervisor
Reports to: Business Improvement and Administration Manager
Section: Administration - (Birmingham/Black Country/Coventry and Solihull) Operations Administration Team
Department: Administration, People Support Services

General Description
<p>Will have supervisory responsibility for a small team of administrators, based at one location.</p> <p>Daily supervision of administration tasks, capacity and capability.</p> <p>Required to provide administration support, working within recognised procedures, using initiative to adapt as necessary due changing customer demands.</p> <p>Responsible for giving advice within the area of administration to support the service delivery of operations administrative support.</p> <p>Able to communicate effectively and articulate clearly and confidently when supporting all areas of work related to the role.</p> <p>Able to communicate with a wide range of audiences, using a variety of communication methods.</p> <p>Researching to identify solutions and improvements that can be taken to the Business Improvement and Administration Manager.</p> <p>Able to think differently to identify areas of improvement, streamline processes and implement effective and efficient ways of working.</p> <p>Understand digital solutions and how these can be exploited to support the organisations digital strategy and ethos of a paperlite environment.</p> <p>Supervise the delivery of administration to support the delivery of the sections/Directorates Action Plans (Level 3).</p> <p>Lead on the delivery of several workstreams at one time, making appropriate decisions to support the delivery of tasks.</p> <p>Able to prioritise own workload to achieve deadlines.</p> <p>Single point of contact for internal and external customers.</p>

Liaison as and when required with internal departments. For example, ICT, Finance and Procurement to procure specialised equipment.

Be proficient in the use of O365 applications and how this can be utilised and embedded in the team, enabling smarter working.

Specific Duties *(Include here current tasks and duties required of the role)*

To supervise the provision of administration services of the team

To co-ordinate all of the administrative activities that facilitate the smooth running of the team

To ensure the administration services of the team are available and delivered in an efficient, effective and economic manner

To supervise, develop and motivate a team, being confident with training and upskilling of team members with O365 and other organisational systems and processes.

To complete Return to Work Interviews with team members in a timely manner, using organisational policies to manage individual's attendance as and when required

To complete effective and constructive Individual Performance Development Reviews (IPDR's) with all team members

To successfully build and maintain effective relationships with service users

To communicate effectively either, orally, in writing or using available technology with a range of audiences

To be responsible for all administrative support arrangements relating to the organisation and delivery of meetings, events, training and workshops

To be responsible for all administrative support relating to the organisation and arranging of school visits to stations

To manage, organise and update relevant information using data-based applications in accordance with current legislation.

To collate, analyse, interpret and produce clear, accurate information as and when required using a range of corporate databases and other Microsoft tools

To produce standard documents and reports to include scanning, emailing, printing and photocopying.

To deal with general enquiries, receiving/greeting visitors and reception duties as required

To interpret instructions, deal effectively with issues arising and implement actions according to organisational policies and procedures

To supervise the stock levels of consumables, placing orders for goods and services; confirming goods and services received using the Brigade system

Monitor spends on behalf of Operations Commanders for more than one budget in support of providing resources for vulnerable people.

To deal with petty cash (where applicable)

To take part in the recruitment of administrators to fill vacancies as required, under direction of the Senior Business Partner, Business Improvement and Administration.

To support the Business Improvement and Administration Manager as required, undertaking work as requested

Role Related Knowledge, Skills and Experience

(Refer here to the Role Holder Profile within the Role Profile to support identification of required skills)

Essential skills:

Proven, effective supervisory experience

Able to demonstrate and evidence implementation of change which has resulted in a more effective, efficient, economic delivery of administration providing Value for Money

Must possess and be able to evidence, effective verbal and written communication skills

Excellent understanding of administration

Preferred skills:

Supervisory experience of a small team