



SCOTTISH AMBULANCE SERVICE

JOB DESCRIPTION

1. JOB IDENTIFICATION	
JOB TITLE	NRRD Administrator
JOB DESCRIPTION REFERENCE	MLPR 224
DEPARTMENT	National Risk & Resilience Department
NO OF JOB HOLDERS	6
DATE JOB DESCRIPTION AGREED	

2. JOB PURPOSE

To provide an efficient, effective and comprehensive level of administration, secretarial, clerical, administrative and functional support within the National Risk and Resilience Department, and its functional areas of,

1. Risk & Resilience
2. Community Resilience
3. Special Operations Response Teams
4. Business Continuity
5. Specialist Projects as required

Communicating on a daily basis with external agencies (Police Scotland, Scottish Multi Agency Resilience Training and Exercising Unit (SMARTEU), Scottish Fire & Rescue Service), also a number of external agencies which we contract for training & exercising, internal departments and volunteers and Scottish Government.

The postholder will also provide support to the National Command and Co-ordination Centre.

The post requires significant initiative with some autonomous working, the application of knowledge gained within the department and the ability to work accurately to deadlines with minimum supervision.

Comply with systems of work– dealing with enquiries, financial management, procurement, stock control and equipment tracking, filing etc.

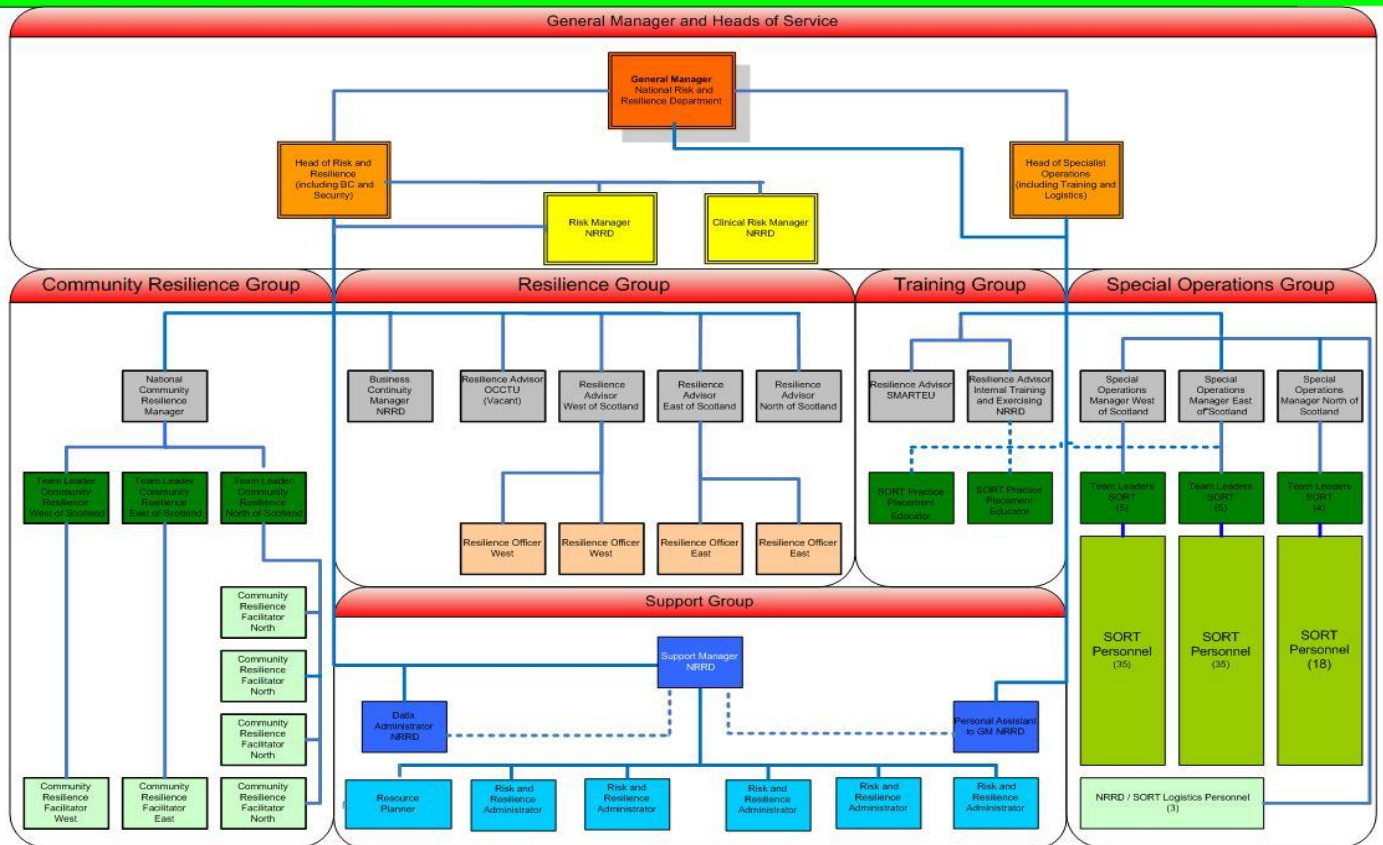
3. DIMENSIONS

Area covered: National.

Integral member of the National Risk and Resilience Department providing administration duties for the specialist functions.

NRRD is responsible for specialist functions of Corporate Risk Management, Business Continuity, Community Resilience, Emergency Planning, Response and Recovery, Special Operations Response Teams and Critical Infrastructure.

The post holder will require to be security cleared to SC Standard.



5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- The post holder is the first point of contact for all calls into the main office, providing prompt and efficient personal and telephone reception services within the office, dealing with deliveries, issues or directing them to the most appropriate member.
- Provide secretarial support for ad hoc team/area/national meetings as well as local office and managerial staff. Duties include preparation and collation of papers for circulation, preparation of agendas, co-ordination of attendees, attending the meetings to minute accurately and produce accurate minutes where required, compilation of action points and decision logs, circulation of record and responsibility for any subsequent amendments.
- Due to the requirement to access Restricted or Secret material, undertake and maintain Security Clearance at the required level.
- Provide a comprehensive events organisation service for any local, area and national events including training courses and exercises for NRRD staff, the Special Operations Response Teams and Community First Responder volunteers. This will include booking venues, catering, travel and accommodation.
- Produce ID badges for staff and volunteers and maintain a record of issue.
- Carry out weekly fire alarm and emergency door release checks and monthly public access defibrillator checks.
- Assist to maintain the diaries of the senior management team.
- Assist in preparing reports.
- Maintain booking calendars for meeting rooms, vehicles and conference calls.
- Monitor and maintain stock levels using the WASP stock control system. Stationery, other office consumables and small items of equipment are ordered using the PECOS ordering system.
- Manage incoming and outgoing mail, ensuring it is franked and posted.
- Create, develop and maintain secure electronic and paper filing systems, electronic databases and library systems in accordance with any procedural guidance, relevant statutory or regulatory requirements relating to data protection and freedom of information so that the information requirements of the office and staff, and the collection, collation, storage, retrieval and provision of data can be managed effectively.
- Provide administrative support to the Community Resilience Department including:
 - Functional role in the recruitment and selection process for first responder volunteers
 - Maintain and update spreadsheets and databases
 - Deal appropriately with mail/email/telephone enquiries

- Administer the application and exit process for First Responders
- Carry out DVLA checks
- Send reference requests
- Administer PVG applications for new and retiring volunteers
- Issue uniform and kit
- Communicate with the Ambulance Control Centre
- Provide administrative support to the NRRD training department including:
 - Maintain and update local and national training interface
 - Produce reports and maintain staff training records
 - Co-ordinate training requests for internal and external courses and record training course information
 - Produce certificates
- The post holder is required to work in accordance with statutory guidance set out such as the General Data Protection Regulation (GDPR) as well as organisational policies and procedures to ensure confidentiality is maintained in all aspects of NRRD work. Some of the sensitivity requires the administrator to be SC cleared due to the sensitivity of the information coming into the department.
- Maintain an effective, professional relationship with all staff both internal and external partner agencies and those we contract.
- Maintain the National Command and Co-ordination Centre to a ready state and assist in a supporting or co-ordinating role in a protracted / major incident or similar occurrence of national significance.
- Ensure that safe working practices are followed at all times in line with Service Policy and current legislation.
- Ensure that any accidents, near misses or hazards are reported immediately to the line manager using the Health & Safety Accident and Incident Reporting system (DATIX).
- Undertake such other reasonable and appropriate duties as may be required.
- Support Operational / Major incidents as Command Loggist.

6 EQUIPMENT AND MACHINERY

Maintain a working knowledge and capability of using the following equipment,

- Laptop/Desktop computer
- Teleconferencing / videoconferencing
- Projector
- Printers
- Photocopiers
- Plotter (Specialist Printer)

- Franking machine
- Guillotine
- CD / DVD copier
- Laminator/Shredder
- Dictaphone
- Dymo label printer
- Fax
- Telephone system
- Cellular telephone
- General office equipment i.e. stapler, punch etc.

Maintain an overall awareness of the specialist operational capabilities and specialised equipment operated by Special Operations Response Teams (SORT).

Maintain knowledge of specialised Communications equipment for SORT/Mobile Ambulance Control Unit (MACU).

NCCC systems including telephony, display equipment and CLIO for information, logging and decision support.

7. SYSTEMS

Comply with Service policy and procedure in relation to Airwave terminals.

Ensure security of data in line with SAS IT policy .

Operate Office systems. Laptop / desktop computer / tablet – MS Office Suite – Word, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Project, and graphics packages for digital imaging, DVD creation etc.

Maintain an awareness of the operation of specialised information gathering and command systems i.e. C3, CLIO.

Maintaining a working knowledge of SAS computer systems and specialist software packages e.g. Pecos, GRS.

IT used to create, procedures, reports, spreadsheets, databases, training material, and correspondence.

Fully understand the Government Security Marking Scheme and security requirements when dealing with sensitive data.

E-mail used to communicate internally and externally – exchange information, update versions of plans and contact directories, policies and deal with enquiries. Principal form of communication with key stakeholders (except for very confidential information.)

Video & teleconferencing facilities.

Airwave radio system.

Comply with systems of work– dealing with enquiries, financial management, procurement, stock control and equipment tracking, filing etc.

NCCC systems including telephony, display equipment and CLIO for information, logging and decision support.

Provide cover for specialist administration position of workforce planner, (GRS).

8. DECISIONS AND JUDGEMENTS

The administrator will manage their own work streams in consultation with the office manager and will manage tasks to meet overall objectives.

The administrator, with managerial oversight, will be required to work with a degree of autonomy to manage their own workloads, prioritise, and make decisions while working alone.

The administrator will regularly re-plan workload in the case of conflicting priorities.

To support the core values of NHS Scotland which are;

Care and compassion

Dignity and respect

Openness

Honesty and responsibility,

And to comply with Scottish Ambulance Service policies and procedures.

9. COMMUNICATIONS AND RELATIONSHIPS

Internal

The post involves frequent contact with peers and senior managers locally and nationally. These are likely to be by telephone or email for the purposes of exchanging information, co-ordinating travel arrangements for all NRRD, SORT and Community Resilience staff or otherwise co-operating on the administrative aspects of common objectives. The postholder also has frequent contact with support departments such as HR, IT, Finance and Procurement.

The postholder would deal with enquiries within the scope of his / her knowledge, but would otherwise ensure that the enquiry is passed to the appropriate person within the department.

External

Agencies to support the work of the Department including: -

Territorial Health Boards, Emergency Services, Scottish Government, Local Authorities, Ministry of Defence, Voluntary Aid Societies, Utilities, Industrial Emergency Planning Officers, Risk Managers, Auditors, Mountain Rescue, Coastguard, BASICS, Health & Safety Executive, Emergency Planning Society, Health Protection Scotland, NHSQIS, Emergency Planning College, site and venue operators.

The NRRD requires to maintain a wide, complex and diverse network of contacts – in the region of 200 in Scotland, around 70 of which would be consulted, or seek specialist advice, on a regular basis. This is growing substantially with the introduction of statutory obligations for responders under Civil Contingencies Act 2004 (Scotland 2005).

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Supporting directors / strategic managers who are responsible for a complex and diverse organisational workload.

Managing a substantial, growing and fluctuating workload. Co-ordinating conflicting priorities within a busy, specialised and complex environment with managerial oversight.

Supporting the management and collation of sensitive (restricted or confidential) information, including briefing / debriefing material from critical incidents and threat assessments that cannot be shared or disclosed externally or with other Departments of the Service.

Frequently changing and unpredictable priorities, some longer term, other immediate (including emergencies) that take priority over daily activity planning.

Pressure to produce quality work in a crisis or to tight time scales.

Applying a high degree of accuracy to prevent high consequence of errors.

Occasional exposure to distressing material (e.g. major incident reports / video / CBRN training).

Drive Ambulance Service Cars, (including over long distances) to attend e.g. meetings, training (applies to DVLA license holders only).

In an emergency situation, contributing to the staffing of the National Command and Co-ordination Centre.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Being involved in the set up of systems i.e. electronic filing system.

Producing accurate minutes / reports from meetings and other information within tight deadlines.

Dealing with sensitive (restricted or confidential) information that cannot be shared or disclosed externally or with other departments of the Service.

Managing demand / emergencies which may require short notice changes in working times or out of hours commitment or change of location.

Dealing correctly and confidently with a wide range of external agencies and strategic managers including directors, senior staff from other emergency services and Scottish Government.

Dealing with conflicting tasks with both short and long term goals.

Working during crisis situations, dealing with emotive and distressing information.

Working within the constraints of the NRRD budget.

Maintaining complete accuracy in documentation and recording.

The need to gain an understanding of the specialism (Community Resilience / emergency and Business Continuity planning) and maintain an overview of current activities of the Department and which managers are responsible for specific issues or projects.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Experience of a wide range of administrative / clerical functions and have the ability to work to deadlines with minimal supervision.

Have good verbal and written communication skills.

Be able to undertake role specific induction and attend major incident exercises and training courses run by the department as required.

IT Literate to operate Office systems. Laptop / desktop computer / tablet – MS Office Suite – Word, Excel, PowerPoint, Outlook, Internet Explorer, Visio, Project, and graphics packages for digital imaging, DVD creation etc.

Desirable to hold a valid Full UK driving licence.

Be able to gain a satisfactory Disclosure Scotland PVG (Protecting Vulnerable Groups).

Be able to gain a satisfactory SC Clearance (Security Check).

13. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date

Date

Head of Department Signature: