

**JOB DESCRIPTION**  (Form HRJDES June 2017)

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| **Job Title** | Member Services Officer |
| **Responsible To** | Principal Member Services Officer |
| **Responsible For** | None |
| **Grade** | Grade 6, £24,313 - £28,785 (pro rata)  spinal column points 18-25 |
| **Hrs** | 18.5 hours per week, worked across Monday – Friday mornings |
| **Location** | Democratic Services, Service Headquarters, Fulwood |
| **Other terms and conditions** | National Joint Council for Local Government Services  A flexi time scheme is in operation |
| **Special Requirements** | Occasionally the post holder may be required to work in the afternoon, where required. |

**Our Aim**

The intended result of all our efforts is to: **make Lancashire safer.**

This is what we are here to achieve. We seek to do this by delivering prevention, protection and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

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**Our Priorities**

* Preventing fires and other emergencies from happening.
* Protecting people and property when fires happen.
* Responding to emergencies quickly and competently.
* Valuing our people so they can focus on making Lancashire safer.
* Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do.

‘**STRIVE’** reflects the Service’s on-going desire to make great effort to achieve our purpose of making Lancashire safer:

**Service:** Making Lancashire safer is the most important thing we do.

**Trust:** We trust the people we work with.

**Respect:** We respect each other.

**Integrity:** We do what we say we will do.

**Valued:** We actively listen to others.

**Empowered:** We contribute to decisions and improvements.

You can read our full [Integrated Risk Management Plan](https://www.lancsfirerescue.org.uk/wp-content/uploads/2018/01/Integrated-Risk-Management-Plan.pdf)

**Job Role**

The role of the Member Services Officer is to contribute to the work of the Lancashire Fire and Rescue Service and the Lancashire Combined Fire Authority through the preparation of agendas, reports and minutes of meetings of the Authority, Committees and Working Groups and the provision of general support to Elected Members.

It is expected that the role will be carried out within the framework of policies and procedures determined by the Combined Fire Authority and Fire and Rescue Service Executive Board.

**Responsibilities**

* To contribute to the management and co-ordination of the Authority’s decision‑making processes, to support Elected Members and the organisation;
* To be responsible for servicing Committees and Working Groups of the Combined Fire Authority as directed by the Principal Member Services Officer, some of which will be held at another location. This includes arranging meetings, preparing agendas, drafting minutes and reports, providing constitutional advice and leading on specific projects arising from the decision-making processes;
* To process and record committee correspondence and ensure the efficient organisation of Committee papers;
* To undertake associated executive action and administrative work arising from the democratic processes;
* To prepare reports for Committees and Working Groups;
* To be responsible for the Authority’s minutes, agenda and decision making records;
* To liaise throughout the organisation, with Elected Members, the leadership team and the general public on relevant matters;
* To assist with any other areas of responsibility in relation to democratic services;
* To provide practical and procedural advice to Elected Members and staff;
* To deal with miscellaneous queries from Elected Members, staff and the general public;
* To arrange briefing meetings for Elected Members;
* To ensure that, where required, decisions taken at meetings are actioned and arranging for the cross-flow of information between Committees;
* To check and process Elected Member mileage and subsistence claims;
* To undertake research, analysis and evaluation as required;
* To maintain the Authority’s web pages;
* To maintain Elected Member records in relation to the Authority’s Code of Conduct;
* To be responsible for developing and undertaking Member Training and Development including the maintenance of training standards and the production of the Authority Handbook;
* Demonstrate a commitment to personal development and actively participate in the appraisal process;
* Promote a positive image of the Service in dealing with all other organisations and members of the public;
* To promote the principles of equality and diversity and comply with LFRS Equality, Diversity and Inclusion Policy at all times;
* To observe all rules governing health and safety and use safety equipment where it is provided;
* To support Lancashire Fire and Rescue Service (LFRS) in its commitment to prevent pollution and minimise its impact on the environment;
* The post holder may be requested to undertake the duties of higher graded staff subject to consultation. In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

It is unacceptable for any LFRS employee to be under the influence of alcohol or illegal drugs at work.

**EMPLOYEE SPECIFICATION**

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| **Post Title** | | | |
| **Qualifications** | **Essential** | **Desirable** | **Assess By** |
| 3 GCSE’s including Maths and English Language at Grade C or above, or equivalent | X |  | A, V |
| BTEC Higher National Certificate (HNC) / Edexcel in a related administrative or management subject, or NVQ at Level 4 in a related administrative / management subject or an equivalent qualification | X |  | A, V |
| Evidence of continuous Professional Development | X |  | A |
| **Experience** |  |  |  |
| Experience of working within committee administration | X |  | A, I, |
| Experience of providing secretarial or administrative support | X |  | A, I |
| Experience of using the Microsoft Office Suite of products | X |  | A, I |
| **Knowledge, Skills and Abilities** |  |  |  |
| Ability to take accurate and detailed minutes which need little or no editing | X |  | A,I,T |
| Effective organisation and time management skills | X |  | A, I |
| Ability to draft committee reports clearly concisely and to a high standard | X |  | A, I |
| Excellent written skills | X |  | A, I |
| Ability to work under own initiative and as part of a team | X |  | A, I |
| The ability to exercise confidentiality and demonstrate sensitivity to political issues | X |  | A, I |
| The ability to work confidently with Members of the Fire Authority and the Leadership Team | X |  | A, I |
| Effective interpersonal skills including tact, diplomacy and integrity | X |  | A, I |
| The ability to apply knowledge of health and safety as it is applicable to the job role | X |  | A, I |
| A commitment to equality and diversity | X |  | A, I |
| **Special Requirements of the Post** |  |  |  |
| Some of the serviced meetings require attendance at our Service Training Centre at Euxton, Chorley | X |  | I |

**KEY**

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| A -Application | I-Interview | V-Verification | T-Test | P-Presentation | R-Reference |