

HUMBERSIDE FIRE AND RESCUE SERVICE

JOB DESCRIPTION

(Support Services Role)

POST TITLE Estates & Resilience Administrator	POST NO. TBC
SECTION/DIVISION/LOCATION Estates & Resilience	POST GRADE 6

OVERALL PURPOSE OF THE JOB

This role carries significant administrative responsibility, serving as a central point for external and internal enquiries regarding estates management, resilience planning, and business continuity. You will oversee essential systems and information that underpin risk management, operational efficiency, and compliance with legislation and the Community Risk Management Plan. The postholder will be instrumental in compiling qualitative and quantitative reports, supporting process delivery and improvement, as well as deputising for our building custodian. Provide administrative support to the National Resilience SPOC, ensuring effective communication, coordination, and compliance with NR frameworks and operational requirements.

KEY ACTIVITY AREAS/MAIN DUTIES

1. Provide support to managers and staff on estates, facilities, and resilience resource management, referring complex matters to expert leads as necessary.
2. Maintain and review estates and resilience databases, ensuring scheduled checks are undertaken and information is accurate and up to date.
3. Use specialist knowledge to manage, review, and monitor digital tools and repositories for estates, equipment, and operational information.
4. Responsible for problem-solving with issues relating to systems, logging and escalating any functional issues to the relevant system manager or helpdesk.
5. Assist with submitting claims, financial returns, and procurement paperwork, ensuring accuracy, timeliness, and compliance with service standards.
6. Compile and produce qualitative and quantitative reports for all function activity, including compliance, personnel availability, and statutory obligations.
7. Monitor and report on functional budgets to relevant managers, ensuring transparent oversight.
8. Format briefing notes, meeting agendas, and minutes for sign-off as required.
9. Produce statistical, benchmark, and legislative reports, data, and statistics as required by managers, senior officers, and external governing bodies.
10. Raise orders and report defects for estates and facilities, keeping stakeholders updated on progress.
11. During periods of high demand or incidents, such as business continuity events, provide administrative support to managers, including typing, minute-taking, and coordination of meetings.
12. Provide calendar and administrative support to all functions of the department, including training, courses, exercising and events.
13. Maintain a high level of customer care and ensure the secure keeping and confidentiality of all records.
14. Deputise for the Headquarters building custodian, including oversight of cleaning staff and ensuring continuity of building management responsibilities during absences.
15. Maintain and support NRSPOC with NR WebApp and Resilience Direct records.
16. Track assurance action plans and deadlines following NRAT visits/exercises.
17. Prepare and submit reports for NR asset status, H&S events, and post-incident evaluations.

18. Liaise with NRAT, Babcock, and internal capability leads for asset maintenance and defect reporting
19. Assist with arrangements for NR exercises, assurance visits, and meetings
20. Support cost recovery processes and financial tracking for NR deployments.

NOTES:

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
2. The post holder is required to comply with relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relate to the post and the post holder.

POSITION IN ORGANISATION



JOB REQUIREMENTS:

Knowledge and Skills

- Comprehensive understanding of organisational policies, procedures, and best practices relevant to estates and resilience.
- Detailed knowledge of management and recording systems including Request for service system, Estates defect system, Security and CCTV, Flash App and Resilience Direct.
- Strong communication and interpersonal abilities, skilled in resolving queries and offering guidance to managers, staff, and contacts.
- Ability to work within Data Protection Act confidentiality requirements.
- Strong administrative and IT skills, with experience in maintaining information systems and efficiently handling data entry, extraction, manipulation, and reporting.
- Demonstrated aptitude for analysing reports and data, as well as querying databases to retrieve information as needed.
- Strong organisational skills to maintain efficient and effective service delivery.
- Awareness of NR capabilities and National Coordination Advisory Framework (NCAF).
- Understanding of NR WebApp, Resilience Direct, and reporting tools.
- Familiarity with NR H&S reporting procedures and KPI timelines.
- Basic knowledge of NR asset types (HVP, DIM, Mass Decontamination, SRT & Flood Rescue).

Creativity and Innovation

- Ability to gather information on problems, analyse, and implement or advise on appropriate solutions.
- Scope to make recommendations for changes in processes to provide better customer-focused service.
- Produces detailed and accurate documentation, ensuring requests are assessed and processed efficiently.
- Uses IT packages and equipment to extract data to create and produce detailed monitoring and evaluation reports to support review of performance and projects.

Decision Making

- Determines appropriate advice in response to queries from managers and staff using guidelines, policies, and good practice.
- Gather information to determine the response required for procurement support, assigning purchase orders and applying appropriate authorisation protocols.
- Manage and organise own workload, prioritising in accordance with organisational requirements.
- Uses discretion about when to refer matters to more senior or specialist staff.
- Works within generally defined guidelines but will be required to use judgement and discretion in dealing with non-routine matters.

Contacts and Relationships

- Provide regular reports as required to heads of function and/or line managers.
- Daily contact with managers and staff at all levels to provide information, advice, or support on estates and resilience issues.
- Regular contact with internal support services, external auditors, Finance, Occupational Health, suppliers, and contractors.
- Liaison with line manager to receive information, priorities, and instructions.
- Liaison with NR SPOC, Deputy SPOC, NRAT, Babcock, and internal capability leads

Responsibility for Resources

- Responsible for the monitoring and appropriate management of office equipment, software, and hardware necessary to carry out the function.
- Sole responsibility for own ICT equipment and data stewardship.
- All employees share responsibility for data integrity, accuracy, and confidentiality.
- All employees share responsibility for data stewardship across Humberside Fire and Rescue Service. This includes managing data with integrity, accuracy, and confidentiality; ensuring adherence to relevant data governance policies; and contributing to the quality and security of information used in Service processes.
- Employees must use designated systems for data recording to maintain consistency, confidentiality, and data quality. As part of this duty, staff should take reasonable steps to ensure that data is accurate, complete, timely, and relevant to its intended purpose, including validating information, avoiding duplication, and reporting errors or inconsistencies. By supporting good data practices, employees help enable reliable decision-making and protect the value of Humberside Fire & Rescue Service's data assets.

WORK ENVIRONMENT

Work Demands

- The work is varied, with tasks subject to disruption due to enquiries, visits, meetings, and changes in priorities.
- Demands a range of skills, knowledge, and activities delivered to time and quality standards, while working on own initiative and dealing with complex and conflicting priorities.
- Work subject to deadlines, both internal and external.

Physical Demands

- All duties can be performed with normal physical effort.

Working Conditions

- Majority of work performed in an office environment; site visits as required.

Work Context

- Work involves minimal risk to personal safety.

SignatureDesignationDate**CONFIRMED BY:****RECEIVED BY:****PREPARED BY:****POSTHOLDER**

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.