

## **WEST YORKSHIRE FIRE & RESCUE SERVICE**

### **JOB DESCRIPTION**

**POST TITLE:** Communications Administrator

**GRADE:**



**RESPONSIBLE TO:** Communications Officer

**RESPONSIBLE FOR:**

**PURPOSE OF POST:** To provide administrative support to the  
Communications Section/Technical Section

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Manage the administration of the telephone systems, both landline and mobile, including liaison with the suppliers on all administration and finance matters including placing and monitoring of orders, repairs and installations, arranging meetings and general enquiries.
2. Monitor telephone usage levels across all locations and identify, investigate and escalate any unusual variations in consumption.
3. Monitor and evaluate Airwave radio usage levels and identify and escalate unusual variations in consumption.
4. Undertake administration of Private Wire contracts for the Fire Station's Command and Control and mobilising systems, including issuing, recording and cost monitoring and payment of invoices.
5. Administration and payment of all communications related contracts and invoices.
6. Monitor, record and maintain stock levels of all communications related supplies and equipment.
7. Management of equipment repair in the EMS system and with 3<sup>rd</sup> party repair contracts.
8. Maintain mobile telephone records against cost centre for accurate billing and audit purposes.
9. Setup and configuration of mobile devices (Blackberry and smart phones) including integration with the email system via the Blackberry Enterprise Server. Backup, restoration and transfer of user data and settings between devices.
10. Ensure all personal data is removed from devices prior to repair or destruction.
11. Maintenance of records for the issue of SAN J, GP340 & GP600 devices and associated equipment as per the requirements of the FireLink contract.
12. Maintain records and liaise with the relevant authorities to ensure required mobile devices are on the MTPAS scheme.
13. Record and monitor expenditure for all communications / Technical Section budgets. Ensure all invoices are correctly coded and certified for payment in a timely manner.

14. Provide user training on the administration of the Vodafone one bill to users and designated authorisers.
15. Liaise with all departments in regards to landline and mobile billing ensuring all bills are sent to the appropriate location in a timely manner.
16. Liaise with suppliers to improve the administration processes including billing for landline and mobile telephones in conjunction with the IT Manager.
17. Liaise with the IT Manager on the renewal / replacement of all communications related contracts to ensure value for money to the Authority.
18. Provide administrative support to the Communications department and Technical Section as required working under own initiative and without direct supervision.
19. Administration of the Communications Section and Technical Section including arranging meetings and taking minutes for both internal and external groups and the checking of vehicle log books for the transport section including total mileage and fuel usage.
20. Maintain stock ledgers in conjunction with the technicians.
21. Produce the standby rota system.
22. Undertake any necessary training required in order to develop skills associated with the requirements of the job.
23. Undertake other duties as required commensurate with the grading of the post as may be required by management.
24. Responsible for ensuring any data produced in relation to the post is accurate and timely.
25. To implement and promote the Authority's Equality & Fairness Policy and adhere to the Authority's Health & Safety Policy.
26. To progress and implement the Authority's Data Quality Policy.

## PERSON SPECIFICATION

	<b>Experience</b>	Essential/ Desirable	Source
1	Administrative experience in an office environment together with a broad based general knowledge of communications systems.	Essential	Application/ Interview
2	Experience of Microsoft Word, Excel and commensurate keyboard skills.	Essential	Application/ /Test/Interview
3	Experience in providing timely and accurate information for decision making	Essential	Application/ Interview

	<b>Education and Training</b>	Essential/ Desirable	Source
4	Must demonstrate a good standard of education and be both numerate and literate.	Essential	Application/ Interview
5	Hold a relevant technical qualification or the ability to achieve this qualification.	Essential	Application

	<b>Special Knowledge and Skills</b>	Essential/ Desirable	Source
6	Ability to develop and adapt in relation to new developments in the telecommunication field	Essential	Interview
7	Ability to work independently, use own initiative, organise own workloads and make decisions	Essential	Application/ Interview
8	Ability to work as part of a team	Essential	Application/ Interview
9	Ability to analyse information from various sources and identify trend anomalies	Essential	Application/ Interview
10	Ability to work flexibly in relation to the needs of the post	Essential	Application/ Interview
11	Ability to explain complex technical information to non-technical users	Essential	Application/ Interview
12	Ability to work under high levels of pressure to tight deadlines.	Essential	Application/ Interview
13	Excellent written and oral communication skills	Essential	Application/ Interview
14	Ability to communicate effectively at all levels of the organisation and with external organisations	Essential	Application/ Interview
15	Demonstrate commitment to and understanding of Authority's Equality and Diversity Policy	Essential	Interview
16	Demonstrate commitment to and understanding of the Authority's Data Quality Policy	Essential	Interview

Updated November 2013