ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

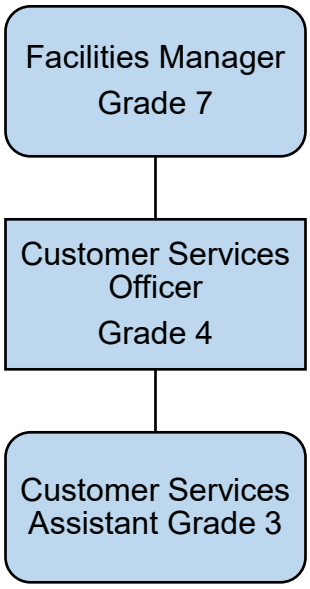
Job Title	**Customer Services Assistant**		
Post Reference		**Temporary/Permanent**	Permanent
Grade	3	**Hours**	Part-Time 24 hours. (Monday to Wednesday 08:30 – 17:00)
Reports to	Customer Services Officer		
Line Management Responsibilities (Direct and Indirect)	0		
Directorate/ Department	Assets		
Location	HQ, Calcot Reading		
Politically Restricted	**Yes** ☐	**No** ☒	
Level of DBS Check Required	☒ **Standard** ☐ **Enhanced** ☐ **Enhanced (with barred Child)** ☐ **Enhanced (with barred Adult)**		
Safeguarding Level Required	☒ **Level 1** ☐ **Level 2**		

Main Purpose of the Job

Reporting to the Customer Services Officer, the Customer Service Assistant will assist in the delivery of an efficient and customer focused reception at service headquarters, ensuring that visitors and telephone callers are greeted and that their matters are dealt with in a polite and efficient manner.

To provide administrative support to the Facilities Department as directed by the Facilities Manager.

Organisational Structure



Key Responsibilities and Deliverables:

- Providing the service with a reception that is covered by the Facilities department for RBFRS
- Responsible for answering non-emergency calls and forwarding to the appropriate owners in a courteous and timely manner, ensuring that ad hoc emergency calls from the public are passed to Fire Control immediately.
- Greeting visitors politely and efficiently to the reception, signing them in and issuing them with a visitor pass, setting up wi-fi access as required and informing them of the evacuation procedures in the event of an emergency.
- Responsible for passing out Tannoy messages within the service headquarters.
- Responsible for receiving, sorting and franking internal and external post. Ensure that the franking machine has sufficient funds and is kept refilled, and that there are adequate supplies of consumables available for post.
- Assist with the meeting room booking service for Newsham Court, and managing the booking system for community rooms for external visitors
- Arrange catering with supplier as requested and liaising with the catering contractors.
- Provides general administrative support to the Facilities Department, as directed by the Customer Services Officer & Facilities Manager.
- Raising purchase orders and receipting invoices.
- Assist with other duties on occasion, when the Facilities Department need to maintain a service, as part of the department's resilience arrangements.
- Assist in the production of ID cards. Includes the producing, issuing and keeping all records up to date for starters and leavers.
- Assist set up and issuing of fob security access for Employees and Contractors.
- Ensure that the First Aid Box is checked and replenished on a regular basis and De-Fib machines are regularly checked for fit for use and are in date.

- Test the fire alarm on a weekly basis.
- Approval of janitorial and stationary requests from the service.
- Organising supplies of refreshments for training courses, events and official meetings.
- Car park management including organisation and tracking of parking permits and reservations.

On occasion, staying until 18.30 to meet and greet visitors and Fire Authority Members for evening meetings.

Person Specification

Qualifications and training	On recruitment	After Training
GCSE Maths and English (or equivalent)	x	

Knowledge, skills and experience	On recruitment	After Training
Experience of working within a Reception or a Customer Services environment	X	
Excellent communication skills with people at all levels, both internally and externally, always remaining tactful and diplomatic	X	
Ability to multitask and organise priorities	X	
Excellent use of Microsoft word, excel and Outlook	X	
Experience of working in a busy administrative role	X	
Able to work independently and with initiative	X	

Other Requirements

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

RBFRS Behaviours

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading Yourself**

Leading Yourself (Behaviours for Everyone)

Safe	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each together, and holding high standards are how we keep our people and communities safe.
Supportive	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
Inclusive	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.
Leading Others (Behaviours for those who Manage/Influence Others)	
Safe	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
Supportive	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
Inclusive	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.
Leading the Service (Behaviours for those in Senior Management Positions)	
Safe	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
Supportive	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
Inclusive	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-today, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

Profile prepared by:	Michelle Halliwell		
Approved by:	Paul Brooks		
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Post holder name:		**Signature:**	
		Date:	