

<b>JOB TITLE</b>	BUSINESS SUPPORT ASSISTANT FOUNDATION
<b>TEAM</b>	FIRE AND RESCUE - HEADQUARTERS
<b>DIRECTORATE</b>	FINANCE AND PUBLIC PROTECTION
<b>WORK BASE</b>	FIRE & POLICE HEADQUARTERS, NETTLEHAM
<b>AUTHOR</b>	JULIA WILMS
<b>DATE</b>	12/05/25

*This job brief sits alongside the job description for this role.*

**Key Objective** – To provide an effective Business Support Service for Lincolnshire Fire and Rescue including fleet management, Response, Operational Support and Service Support.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Answering, responding to/ redirecting incoming calls to Lincolnshire Fire and Rescue.
Handling incoming and outgoing mail.
Dealing with adhoc photocopying requests.
Entering of details of post incident Hydrant checks on to the system.
Administration of pool car bookings at Headquarters site.
Recording jobs and invoice details for all fleet vehicles using Job Cards
Entering fuel usage details on master fuel usage spreadsheet
Covering LFR & Police Headquarters Reception (Fridays)
Collating and distributing stationery orders

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE
Provision of high quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request
Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring

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Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)