

Job Profile

GLRF Support Officer

Grade: 6

Date created: June 2026

About the Job

- To support the LRF Manager and Deputy Manager to deliver a comprehensive administration and support function within the service area to meet the needs of the LRF Secretariat and its partner agencies
- To assist in coordinating the allocation of administrative resources to the various GLRF Sub-groups and attend providing updates, advice and guidance as needed.
- To ensure that there are effective, efficient and consistent administration and support standards across the GLRF meetings and sub-groups
- To build relationships across administrative teams within the partnership.
- To assist in the realisation of business efficiencies and financial savings through the effective use of ICT systems within the service area or through other innovative ways of working
- To support projects and/or Task & Finish groups as required

This is what we need you to do...

- Development and maintenance of office processes and systems to ensure the effective and smooth running of the office
- Coordinating and enabling the service area to fulfil its corporate obligations e.g. Plans, performance reporting etc
- Ensuring administration of meetings and ensuring actions are followed

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- To take personal responsibility for maintaining and seeking opportunities for improving standards
- To ensure compliance with corporate administrative and financial standards
- To undertake a range of complex business or administrative tasks as required and to improve the effectiveness of the service area
- Ensuring GLRF Resilience Direct pages, partnership Training and Exercising records and internal electronic filing systems are in place and up to date
- Ensure the delivery of a high quality service to customers and partners
- To provide support with financial matters, including support for budget monitoring, provision of financial information and procurements requirements
- Prioritising issues and ensuring that urgent or significant matters are dealt with as appropriate
- Undertaking information gathering and coordination as required
- Taking forward actions to ensure completion of projects
- There will be a requirement to help deliver pre prepared training packages on occasion.
- Drafting and presenting management reports and communications
- Developing effective working practices, standards and systems for the service area and ensuring they are implemented consistently and effectively
- Ensuring the quality of information / data produced and managed by the team meets corporate standards and is accurate and fit for purpose
- Assist with the response to all customer & partner enquiries and requests for data in accordance with corporate standards and agreed guidelines
- To ensure confidentiality is maintained at all times within your service area
- To liaise with MHCLG and other Government departments as required
- To undertake such other duties related to the work of the organisation as may be assigned that are consistent with the nature of the job and its level of responsibility
- Represent GLRF Secretariat at multi-agency meetings as required
- Assist in the implementation of the organisation's equal opportunities objectives with particular reference to any targets / positive actions set out in the [Fairness & Diversity Strategy]
- To adhere to all organisation Health and Safety policies and procedures and other County Council policies and procedures applicable to employees

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- This position will be subject to SC vetting

Principal Contacts

- MHCLG and other Government departments
- GLRF Chair, Deputy Chair and Executive Board
- GLRF Manager and Deputy Manager
- Partner agency Tactical representatives, (Including Sub-Group Chairs).
- Internal and External customers / organisations an example being other Local Resilience Forums.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

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The ideal candidate will have...

Experience

- Significant experience of managing administrative functions
- The ability to maintain simple financial accounts
- Managing work independently
- Experience of administration and MS Office Systems including MS Word and MS Excel.
- Customer focussed business planning and delivery
- Ability to support the improvement of business processes
- Experience of working in a busy office environment
- Experience of undertaking complex administrative tasks, progress chasing and working to tight deadlines

Behavioural attributes

- Aligns with Gloucestershire Employee Values and behaviours which are available on our [website](#)
- Our values are Accountability, Integrity, Empowerment, Respect and Excellence
- Strong customer focus with a commitment to ensuring the provision of high quality services, both internally and externally
- Able to use initiative and be proactive
- Ability to respond quickly to changing priorities and manage own workload as well as workload of others
- Results orientated with a proven track record of success
- Excellent interpersonal skills and ability to work as part of a team and sets high standards by example
- Positive attitude to problem solving and innovation and flexible and adaptable approach to challenges and work
- Attention to detail and excellent organisational skills with ability to respond to tight deadlines and handle priorities
- Committed to continued professional development
- Commitment to team working across service area
- Flexible approach to working and providing administrative support as required

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Knowledge, Skills and Understanding

- Skilled in Microsoft Office Packages, e.g. Word, Excel, and PowerPoint etc
- Excellent communication skills, both written and verbal at all levels
- Effective time management
- Negotiating and influencing skills
- Able to effectively present and deliver messages/training

Education & Qualifications Essential

- Diploma or NVQ 3 in Business Administration or appropriate equivalent qualification / experience
- Educated to GCSE level in Mathematics and English to level 5 or above. (Previously O Level Grade C)

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