

Service Document Standard Form:

Role Profile Community Safety Technician

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Community Safety Technician
Grade:	F
Service area:	Prevention, Response and Resilience
Responsible to:	Community Safety Team Leader

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

Improving the quality of life for residents of Buckinghamshire and Milton Keynes, through delivering targeted domestic fire safety and wellbeing activity.

Reducing the instances, injuries, cost and detrimental impact of fire across Buckinghamshire and Milton Keynes, through delivering fire education, prevention and other health and welfare related advice and guidance.

Providing and installing appropriate detection and mitigation equipment.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): N/A

Staff responsibilities (direct or non-direct): N/A

Any other statistical data:

- Reporting on the delivery of Fire and Wellness Visits, high-rise engagement and other domestic safety activity
- Recording and reporting on equipment installed and issued

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Plan and deliver a program of regular engagement with those living in high-rise premises to provide appropriate fire prevention advice and guidance

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- Engage with those living in specialised housing, including supported living and sheltered accommodation, to assist them to recognise fire risk and identify appropriate mitigation of risk
- Liaise and work with Community Safety Coordinators and response staff in the delivery of community safety activities
- Screen, book and deliver domestic safety visits, providing preventative advice and fitting risk reduction equipment relevant to the accommodation and Service specifications
- Plan, lead and deliver engagement activity in areas of identified risk, liaising with station personnel to undertake joint engagement where appropriate
- Maintaining accurate records of all activity undertaken on service systems and databases
- Identify, provide or signpost tenants, residents or social housing providers to appropriate resources to address an identified risk of fire
- Refer tenants or residents to other services as and when appropriate
- Demonstrate sound awareness of Service Safeguarding policy and procedure, applying this to recognise or identify potential safeguarding issues, raising them appropriately
- Ensure up to date competence by completing mandatory HEAT modules, attending Community Safety team meetings and other appropriate training sessions

DECISION MAKING:

Make decisions:

To facilitate engagement in areas of identified fire risk in liaison with Community Safety Coordinators, station personnel and other services where appropriate

Significant say in decisions:

- To have the autonomy to use their professional judgement to make decisions and recommendations, limited to their areas of knowledge, experience and responsibility
- To support station personnel in planning and delivering prevention activity

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- At all levels across the organisation; from senior management, operational and support services staff

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External:

- Tenants or residents in high-rise premises
- Educational establishments
- Partnership agencies
- Local Authorities
- Emergency Services
- Community groups

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications and training:

- Full UK valid Driving Licence
- English and Maths GCSE at Level 4-9, or equivalent
- IOSH (or willingness to work towards)

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Experience:

- Experience of engaging with the public including those who are hard to reach
- An understanding of and willingness to comply with safe lone working practices
- Experience of carrying out personal risk assessments
- The ability to organise, plan and prioritise workload

Skills:

- Excellent interpersonal skills in order to establish rapport and co-operation
- The ability to confidently interact with members of the public, adapting to the situation and the individual's needs
- Well-developed written skills in order to write letters to other agencies where necessary
- Good information technology skills with the ability to use a Service specific IT system to raise and record visits
- The ability to acquire knowledge quickly and comprehensively, particularly of probable fire safety issues and appropriate strategies or measures, relevant procedures, safeguarding issues and working with vulnerable groups
- Sound problem-solving skills

Knowledge:

- Good understanding of safeguarding policies and procedures and the ability to confidently implement the appropriate course of action

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications and training:

- Public Services course or equivalent

Experience:

- Working with vulnerable young people and adults, support staff or carers

Skills:

- Confidence in IT with the ability to learn how to use a service specific IT system to raise and record visits

Knowledge:

- Awareness of the role of mental health teams, social care, community support and re-ablement team, advocacy forums or similar in Buckinghamshire or Milton Keynes which could be of relevance to the person they are advising

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- Awareness of wider and developing safeguarding issues relevant to the community working within
- Understanding of the varying needs and lifestyles of vulnerable young people and adults
- Knowledge of the NFCC Specialised Housing Guide

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.