

Service Document Standard Form:

Role Profile

Resource Support Officer



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ROLE DETAILS:

Role Title:	Resource Support Officer
Grade:	Scale F
Service area:	Resourcing and Projects
Responsible to:	Resource Management Team – Team Leader

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

To provide effective and efficient running of the RMT / OSR function, to assist and co-ordinate staff on a day to day basis to meet Service delivery expectations.

Supporting the RMT / OSR Team Leader in determining service policy and procedures in relation to mobilising, operational response and resource availability.

Ensure that appropriate resilience is maintained in accordance with service Health, Safety and Welfare guidelines.

Assisting the RMT / OSR Team Leader and other managers as deemed necessary in the development of plans to deal effectively with operational planning, major incidents planning and in the implementation of business continuity arrangements.

Contributing to the efficient running of the RMT / OSR.

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

Financial – Direct or Non-Direct: None

Staff Responsibilities – Direct or Non-Direct: None

Any other statistical data: N/A

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

- To ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines to appropriate managers.
- To support the Resource Management Support Officer and Team Leader in the

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broader Response Policy function in developing and maintaining up to date, policies, procedures and risk information.

- To identify opportunities for service improvement and/or efficiencies and to communicate these to the Support Officer.
- Actively manage self-development and assist the Support Officer and Team Leader with the coaching, mentoring, induction of new and existing colleagues.
- Support specific projects relevant to the scope and responsibilities of the position.
- To provide support to the Support Officer and Team Leader in the technical maintenance of the Command Unit.
- To undertake administrative responsibilities in line with the current and future work streams.
- To work a flexible work pattern to include on-call and recall arrangements.
- To undertake additional duties to meet the needs of the Service.

DECISION MAKING:

Make decisions: Daily resource allocation and staffing decision

Significant say in decisions: Influence decision making for the Duty Officers and Senior management in terms of resourcing

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

Internal: Regular contact with staff at all levels

External:

- Thames Valley Fire Control
- Other Fire & Rescue Services
- Third parties
- System support

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 Authority policies, values and norms
- To comply with the Authority's aims, organisational values and behaviours and their

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impact on this role

- To undertake, with appropriate training as required, the duties of other administrative roles as required
- To mentor and coach individual members of staff 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 that may reasonably be required from time to time at any location required by the Authority

REQUIREMENTS: Essential Criteria

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

Qualifications & Training:

- A general level of educational achievement

Experience:

- Experience of organising, planning and prioritising own work, meeting deadlines and targets while working flexibly within a team and maintaining a high standard of accuracy.
- Experience of maintaining, developing and reviewing information management systems and working with performance data.
- Experience of using a range of Information Technology applications together with good keyboard skills and an awareness of the ways in which IT applications can be utilised in the context of the work of the department.
- Maintains an active awareness of the environment to promote safe and effective working.
- Demonstrates a commitment to develop themselves and their staff.
- Has the willingness to accept and utilise constructive feedback.
- Demonstrates the ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach.
- Plan and allocate work activities to meet service delivery needs.
- Provide information to support effective decision making.
- Experience of managing and promoting change positively and effectively.
- Able to demonstrate effective personal resilience qualities.
- Able to demonstrate political awareness.

Skills:

- Ability to influence and persuade when required.

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- Ability to work to time sensitive deadlines.
- Adheres to and promotes BMKFA policies and procedures.
- Communication and presentation abilities to diverse groups.
- Works on own initiative and without direct supervision confidently.
- Openness to change and actively seeks to support it.
- Ability to plan and problem solve in a range of circumstances and implement whilst under pressure.
- Demonstrates a commitment to the values and vision of BMKFA.
- Ability to cope with difficulties associated with sudden and protracted absence from home and family environment.
- Monitor and support people to resolve operational incidents.
- Determine solutions to hazards and risks identified and report accordingly.
- Plan and implement activities to meet service delivery needs.
- Assist in the Management of the effective use of all resources.
- Oversee the performance of teams and individuals to achieve objectives.
- Develop teams and individuals to enhance work based performance.
- Analytical skills in order to undertake research analyse data and provide concise summaries of findings.

Knowledge:

- To acquire and demonstrate in depth knowledge and understanding of service policies and procedures.

REQUIREMENTS: Desirable Criteria

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

Qualifications & Training:

- Completed IOSH Managing Safely course or equivalent

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

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 Authority reserves the right to amend or add to the content listed above.