

Service Document Standard Form:

Role Profile:
Data and Information Support Assistant

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Data and Information Support Assistant
Grade:	F
Service area:	Service Development (Data Intelligence Team)
Responsible to:	Data Intelligence Team Manager

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

To receive, test, assure and ensure the good usage of corporate data and data models.

To act as the main point of contact for data flows internally and externally to the Service, converting the data received to required formats for use within the Service.

To be responsible for undertaking the quality assurance processes required to ensure the integrity and validity of data from all sources.

To liaise with the Information Governance and Compliance Manager in making decisions on disclosure of information.

To support the Information Team by means of data manipulation and analysis.

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

Financial -: N/A

Staff Responsibilities -: N/A

Any other statistical data: The span of the role is pan-organisational. The role will ensure processes and outcomes are embraced and apply across all Service Directorates, departments and provide open data sources to the public. This role centres around the "what if's" in the data science field.

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

- To manage the receipt of internal and external data including Incident Recording System (IRS) and (National Land and Property Gazetteer (NLPG) data.

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- To engage with internal and external data providers to understand the data provided and to identify and prioritise developments and improvements to the data specification, measurement, collection and analytical process.
- To maintain the Service's Corporate Gazetteer Management system and ensure updates are applied to dependant systems.
- To liaise as necessary with various departments in the development and maintenance of the Service's IRS and Corporate Gazetteer systems (GGP), providing back office support when required.
- To quality assure external and internal data, ensuring it has a high level of integrity and validity for the Service.
- To support the team in the receipt and prioritisation of internal and external ad-hoc and regular requests for reports and information from service managers and external stakeholders in support of effective decision making and other obligations (i.e. Freedom of Information reports (FOIs) and incident reports.
- To support the team as required in the receipt, verification, consultation, conversion and production of data, analysis, information and reports.
- To support on-going development and maintenance of the Service's key systems for the capture of data and delivery of information.
- To keep up to date with information sharing legislation and good practice nationally.

DECISION MAKING:

Make decisions:

The role is based upon the post holder's ability and curiosity to go beneath the surface to discover insight and answer the 'what if's'. There will be an expectation for the post holder to make decisions related to their level in data manipulation, but outputs will be overseen by the Senior BI Analyst or team manager prior to release.

Significant say in decisions: N/A

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

Internal:

Day to day liaison with team members towards understanding the many different areas of the Service and its systems in support of the varied data science and business intelligence work-streams underway within the team.

Regular correspondence both verbally and in writing that follows on from the random testing of data reported within the IRS.

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External:

Participation in information sharing networks relevant to the scope of the role (i.e. family group, supplier user groups/conferences, Home Office, NFCC).

Working closely with senior management at TVFC to ensure gazetteer data is continually maintained and up to date.

Liaising with local custodians to ensure local requirements are met in relation to both local gazetteer and TVFC gazetteer.

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 staff, visitors, contractors etc. within the area are in compliance with statutory requirements and Service policies and procedures
- To undertake, with appropriate training, the duties of other 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 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 & Training:

- A good general level of educational achievement, as a minimum GCSE qualification at C or above / levels 4 – 9 or equivalent in Maths and English

Experience:

- Working with internal and external providers in the receipt, verification, conversion and provision of data to end users.

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- Working as part of a diverse team in the provision of information

Skills:

- Demonstratable competence in data and information management
- Ability to manipulate data utilising MS Excel
- Analytical and problem-solving skills
- Ability to communicate clearly, both written and spoken
- Able to prioritise and manage diverse workload relationships with senior staff, colleagues and external agencies

Knowledge:

- Knowledge and understanding of General Data Protection Regulations (GDPR)

REQUIREMENTS: Desirable Criteria

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

Qualifications & Training:

- Recognised qualification relative to data science or related discipline

Experience:

- A good level of experience and understanding in storage and manipulation of complex data sources utilising MS SQL and Excel
- Working with the Home Office Incident Reporting System

Skills:

- Ability to manipulate and manage data utilising SQL
- Ability to work on own initiative with minimum supervision

Knowledge:

- Knowledge of geo-spatial/mapping systems
- Knowledge and understanding of corporate gazetteer function
- Fire Service / local authorities

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

At times the post holder will be required to work on matters that are politically and/or commercially sensitive and will therefore need to operate under conditions of strict confidentiality.

Requests for information made under the Freedom of Information Act are the responsibility of each team member, where possible, their distribution will be in line with the relevant area of expertise within the team.