

## Service Document Standard Form:

### Role Profile

Resource Support Officer



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ROLE DETAILS:	
<b>Role Title:</b>	Resource Support Officer
<b>Grade:</b>	F
<b>Service area:</b>	Resourcing and Projects
<b>Responsible to:</b>	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 Resource Management Team (RMT) / Operational Support Room (OSR) function, to assist and coordinate staff on a day-to-day basis to meet Service delivery expectations and contributing to the efficient running of the RMT / OSR.

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.

To effectively support any RMT / OSR future development and play an integral part in its implementation, taking a key role in the implementation of any new resource management systems and to play an integral part of the continuous improvement and development.

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.

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

**Financial:** Responsible for the collation of accurate financial data in respect to the RMT function and ensure all financial data is distributed to Payroll and other stakeholders as appropriate

**Staff Responsibilities:** There is no direct line management responsibilities, however, the postholder will be required to coordinate and collaborate with managers at all levels across

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the Service to facilitate compliance with resilience and business continuity policies, processes, and procedures

**Any other statistical data:** To record, collate, monitor, analyse and share with managers at all levels across the Service, relevant statistical information and department-based targets relating to RMT and operational crewing performance and to assure effectiveness and efficiency within the Service

Involvement with internal reporting of HR related information as appropriate

Produce quarterly reports on appliance availability, staff availability, use of overtime, financial costs

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

- Ensure there are adequate numbers of staff available in the correct locations to maintain operational readiness
- Update contracts within multiple Service dashboards and databases
- Producing reports on availability of staff and appliances
- Update information on risks within the Service
- Ensure that both routine and unexpected tasks are completed promptly. Report anticipated difficulties in meeting deadlines to appropriate managers
- Support the Resource Management Support Officer and Team Leader in the broader Response Policy function in developing and maintaining up to date, policies, procedures, and risk information
- 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
- Provide support to the Support Officer and Team Leader in the technical maintenance of the Command Unit
- Undertake administrative responsibilities in line with the current and future work streams
- Work a flexible work pattern to include on-call and recall arrangements
- Manage departmental resilience by adding information to a nationally recognised platform in accordance with Service Health, Safety, Welfare guidelines and Business Continuity procedures. To help develop the department's business continuity plan, ensuring it is sufficient in detail to ensure all eventualities are not only planned for but

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can be effectively delivered by competent and informed staff

- Chair or minute regular team meeting ensuring any action assigned and monitored
- Provide vision and leadership to other team members, providing day to day guidance on work priorities, progress, problem resolution and to be accountable for the performance of the team
- To support the team in ensuring they operate in an effective customer service manner and deliver a high-quality service, providing advice and guidance to support delivery of the team's objectives

### DECISION MAKING:

#### Make decisions:

- Make daily resource allocation and staffing decisions
- Provide managers/Duty Officers with crewing solutions in order that informed decisions can be made
- Manage a robust decision-making process to ensure that all decisions are logged, reviewed where necessary and available to relevant managers as appropriate
- Work closely with the Team Leader and RMT Station Commander and ensure that decisions relating to the RMT/OSR function are actioned in a timely manner. Provide regular feedback to the RMT Station Commander to inform the decision-making process

#### Significant say in decisions:

- To be able to make decisions on behalf of the Team Leader and RMT Station Commander in line with department policies, procedures, and best practice
- Provide options for Duty Officers and TVFCS in relation to managing resource management
- Promote, suggest, and implement improvements to working practices, systems and to personal and organisational performance
- Support the shaping of the team's objectives and priorities

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

**Internal:** Establish and maintain effective working relationships with colleagues at all levels across the Service. Most frequent communication will be with team members to ensure the effective delivery of the core functions of RMT and OSR

## Service Document Standard Form:

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### 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 the Service policies, values and norms
- To comply with the Service's 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 & 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
- Full Driving Licence valid in the UK

## Service Document Standard Form:

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### 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
- Significant experience of working in a team, making decisions, and influencing others
- 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
- Ability to work to time sensitive deadlines
- Adheres to and promotes Service 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 the Service
- 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

## Service Document Standard Form:

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- Analytical skills to undertake research analyse data and provide concise summaries of findings

### Knowledge:

- To maintain good knowledge of role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins, and external publications
- To acquire and demonstrate knowledge and understanding of Service policies and procedures

### **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.