

Service Document Standard Form:

Role Profile

Operational Risk Information Officer



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Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:

Role Title:	Operational Risk Information Officer
Grade:	TBC
Service area:	Technical Department
Responsible to:	Group Commander Technical

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

The role holder will have responsibility for the coordination and delivery of the South East Fire & Rescue Services Operational Response and Resilience Group (SEORRG) Site Specific Risk Information (SSRI) working groups objectives and actions that ensure the group delivers the recommendations captured in the 2023-24 business plan.

The SEORRG – SSRI Working Group membership consists of eight operational risk information management teams from:

- Buckinghamshire Fire & Rescue Service
- East Sussex Fire & Rescue Service
- Hampshire & Isle of Wight Fire & Rescue Service
- Kent Fire & Rescue Service
- Oxfordshire Fire & Rescue Service
- Royal Berkshire Fire & Rescue Service
- Surrey Fire & Rescue Service
- West Sussex Fire & Rescue Service

The role holder will embed a consistent and best practice approach to meeting Fire & Rescue Service statutory duties under section 7.2(d) Fire & Rescue Services Act004, improve firefighter safety through better situational awareness and enhance interoperability, adopting a common understanding and a shared approach to collating, recording and sharing operational risk information. Supporting operational improvement through robust management and alignment of SSRI and information sharing protocols.

The role will ensure that operational Response personnel attending identified risk sites have sufficient, concise and accurate SSRI available at point of need and aligned process embedded to ensure this information is reviewed and updated accordingly across the region.

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

Financial: No budget directly or indirectly will be appointed to this role

Staff Responsibilities: No direct staff responsibilities. However liaison with multiple departments across eight Fire and Rescue Services (FRS') in the South East region to coordinate activity, deliver training, coaching and mentoring

Any other statistical data: Organise and deliver monthly risk information workshops and play a key coordination role in embedding a risk information sharing process

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

- Supporting collaboration and operational alignment through the implementation of an agreed risk information sharing process across eight FRS' in the South East region.
- Embed the use of Resilience Direct mapping as an overarching and intuitive system that transforms the way that risk information is shared and accessed, dramatically improving information flow which is critical to the management of a major incident.
- To engage with Resilience Direct National Working Group and mapping team, building relationships and establish best practises across the UK.
- Make better use of Resilience Direct for sharing risk information. With a solution to aligning contingency arrangements and risk sharing protocols.
- To support the coordination and delivery of workforce engagement and training sessions related to aligned process for sharing of risk information with neighbouring FRS' and trusted partners
- Create a series of recommendations (a toolkit) for improvement of operational risk information commonality across the region in the long term.
- Coordinate and chair the SEORRG SSRI task and finish group during this period of improvement to bring together best practice and share knowledge.
- To attend meetings at local, regional and national levels and compile reports/action plans to implement any issues surrounding these meetings.
- Coordination of regional groups/conferences to drive improvement against the SEORRG business plan.
- Deliver Resilience Direct mapping workshops across all Category 1 responders in the region.
- Establish a common policy/process for sourcing risk information, to ensure each Service is considering the full range of foreseeable risks.

Service Document Standard Form:

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- Consider the appropriate Local Resilience Forum emergency plan, and other partner agency considerations on their high/very high-risk sites. Ensuring it features in the regions risk information sharing methodology.
- Develop improved blended learning for identifying hazards associated with modern building construction, building fire safety and gathering site-specific risk information. Make recommendation to include in Fire Standards.
- Identify good working practises in each FRS focussing on specific development areas to share work across the region in order to align regionally in the longer term.
- Ensure all current and future His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) recommendations are included in the SEORRG SSRI business plan.
- Improve commonality with how risk information is gathered, recorded, accessed and reviewed across the region.
- Develop a common and best practice approach to utilising available data for risk identification.
- Support the SSRI group with a range of administrative tasks and develop a regionally agreed end-to-end risk information management and sharing process.
- To contribute to the development and implementation of SSRI policies and procedures and develop a regional policy in relation to SSRI sharing
- Explore a range of new technologies that provide risk sharing capabilities across borders and command levels, including the ability to develop and embed the use of Resilience Direct.
- To maintain, control, and record all documentation ensuring that they are used in accordance with the Data Protection Act and Service policies to allow a complete audit trail.
- Create a Data Sharing Agreement (DSA) that can be adopted by FRS' in the region to ensure that the end-to-end management of risk information is compliant with the Data Protection Act.

DECISION MAKING:

Make decisions:

- To develop and share knowledge that will be used to assist managers in making informed decisions relating to SSRI and processes across the region.
- To demonstrate initiative, where appropriate, to ensure the health, safety and welfare of yourself and others, during all work-related activities is maintained.
- To carry out core duties and work priorities that has been laid out in the SEORRG SSRI Business Plan.

Service Document Standard Form:

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- To continually strive for excellence and proactively look for ways to implement improvements to working practices, systems and to personal and organisational performance.

Significant say in decisions: Supporting opinions, research, reporting and reviews gathered and produced by the role holder will be an influencing factor to decisions being made

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

Internal:

- To demonstrate commitment to, and involvement in developing and maintaining proactive working relationships with colleagues, team members, line managers, external agencies and other relevant groups.
- To attend regular meetings with immediate line managers in order to report on progress.

External:

- To effectively communicate, both in writing and verbally, with key contacts in FRS' and trusted partner agencies.
- Coordinate joint initiatives in line with the SEORRG Business Plan and as directed by immediate line manager.

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

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- 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:

- English and maths GCSE at Level 4-9, or equivalent
- Full UK valid Driving licence

Experience:

- Project management
- Business continuity and/or organisational risk management
- An ability to effectively communicate with colleagues, teams, partner agencies and other Services
- Demonstrate the ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Proficient in the use of Microsoft Office
- Computer literate or ability to use IT applications in a wide range of work-related applications

Skills:

- Self-motivated and able to work on own initiative confidentially
- Able to provide sound information to support decision making
- Numerate, analytical and problem-solving skills
- Ability to prioritise workloads and work unsupervised
- Excellent written and verbal communication skills
- Excellent planning and organisational skills
- Excellent coaching and mentoring skills

REQUIREMENTS: Desirable Criteria

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

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Qualifications & Training:

- Information Security Certificate – Level 1
- IOSH

Skills:

- Ability to deliver reports and updates to governance groups in good time and on occasion be able to confidently deliver those in person

Knowledge:

- To have Knowledge of Fire & Rescue Services and an awareness of the political landscape and changing risk profile

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

The post holder will be expected to have a flexible approach to work, including working out of normal business hours when appropriate, possessing a high level of integrity, honesty, reliability, and confidentiality.

On occasions the post holder will be required to visit premises, work on and share plans that are of a political or commercially sensitive nature and will be required to operate under strict confidentiality.

The post holder will be required to undertake an enhanced Disclosure and Barring Service (DBS) check prior to commencing in role.

This role profile will be subject to regular review and the Service reserves the right to amend or add to the content listed above.