

Service Document Standard Form:

Role Profile

Operational Support Manager

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Operational Support Manager
Grade:	E
Service area:	Service Improvement
Responsible to:	Head of Service Improvement

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

To lead, manage and develop the Operational Support team, ensuring the function delivers great customer experience and directly supports organisational objectives. This includes the day-to-day supervision, work allocation and coordination, setting Service standards and driving continuous improvement.

To act as system owner for the Service's Premises Risk Management Systems (PRMS). Ensuring robust administration, data quality, reporting and ongoing development of the system and processes that enable performance management and informed decision making.

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

Financial (direct or non-direct):

- Budget holder for Operational Support Team and PRMS budget of approx. £380k
 - Contribute to the preparation and management of budgets associated with the post
 - Maintain appropriate records and support managers in monitoring operational Support budgets where required, liaising with Finance to clarify queries
- Monitors and ensures compliance with procurement, finance and expenses policies
- Management of small operational budgets (e.g., scrap cars)

Staff responsibilities (direct or non-direct):

- Direct line management of the Operational Support Team (team of 9)
- Responsible for recruitment, induction, supervision, development, coaching and performance management

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- Responsible for ensuring adequate resilience across the team via workload balancing and high-quality cover arrangements
- Lead cross functional collaboration to ensure consistent, high quality service delivery of the PRMS

Any other statistical data:

- Utilise data from established systems to produce accurate, timely, and meaningful reports that inform performance monitoring and decision-making
- Analyse trends and highlight areas of concern or improvement, escalating issues where necessary and contributing to actions that drive continuous improvement across Prevention, Protection, and Response activity

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

Leadership & Team Management

- Provide day to day leadership to the Operational Support team, set priorities, oversee progress and problem resolution, ensure consistent, high quality customer service for staff, visitors and partner agencies
- Deliver appraisals, objective setting and development planning; identify training needs, ensure currency/competency and address under-performance in line with Service policy
- Design, implement and review service standards, procedures and guidance for administrative and front of house operations:
 - Champion continuous improvement and service optimisation
 - Analyse end-to-end administrative and Reception processes using data and stakeholder feedback; recommend and deliver improvements that enhance efficiency, effectiveness and customer experience
- Maintain records necessary to produce KPIs and performance reports across supported services

Premises Risk Management System Ownership & Management

- Act as business/system lead for PRMS
- Coordinate development, configuration and user processes and training
- Manage administrative inputs to PRMS, including:
 - Prevention referrals from other agencies and proactive visit data to PRMS dashboards
 - Protection activity allocation and tracking (statutory consultations, licensing applications, pre consultations, complaints, fire safety audits), including supporting correspondence and performance reports.
 - Site Specific Risk Assessment referrals

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- Oversee data integrity, ensuring reporting outputs meet operational and managerial needs
- Ensure that key performance indicators (KPI's) can be maintained and produced as required for monitoring and reporting purposes
- Coordinate responses and submissions for HMICFRS inspections and other statutory/ad hoc data returns (e.g., Home Office Vulnerability Data Return), ensuring accuracy and timeliness

Reception Management

- Ensure Reception delivers a safe, professional and welcoming front-of-house service; maintain high standards of customer service for internal/external stakeholders
- Oversee visitor management processes (ID verification, logging, passes, access control) and compliance with security and emergency procedures; ensure Reception contributes to evacuation, incident logging and continuity arrangements
- Own the governance and optimisation of the Service's room booking and space management system

Operational Administration

- Oversee the administration of customer satisfaction surveys and reporting
- Manage the Service's compliments and complaints policy, workflows and controls, run monthly quality checks, and assemble the annual assurance pack for Members
- Manage administrative support of operational meetings, including tasks such as preparing agendas and minutes, coordinating diaries, maintaining action logs, and supporting follow-up activity
- Responsible for administration of station level purchase orders
- Manage administrative aspects of end-of-life vehicles (EOLV) and station-level purchase orders in line with Service policies and controls
- Manage the publishing of incidents to our website to support keeping the public updated

DECISION MAKING:

Make decisions:

- The post-holder will make day to day decisions affecting Operational support services including prioritising workloads, allocating resources and resolving service issues in line with organisational objectives
- Exercise delegated authority to take timely decisions that ensure service continuity, security and customer experience

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Significant say in decisions:

- To continually review, monitor and improve the service provided and make recommendations as appropriate to the Head of Service Improvement and the Strategic Leadership Team (SLT) for consideration
- Recommending and implementing improvements to Operational Support processes

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

Internal:

At all levels across the Service up to and including strategic leadership team

- Prevention
- Protection
- SSRI
- Director of Legal and Governance

Most frequent contact will be with administrators across the Service and operational managers at all levels. This is necessary to ensure good two-way communications on all aspects of administration support and premises risk management.

External:

- Fire Authority Members
- Emergency Services
- Local authorities
- Professional service providers
- Contractors
- General public

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 and Behavioural Leadership Framework
- 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

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- 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:

- Business Management Degree level qualification or equivalent experience
- IOSH (or willingness to work towards)
- Full UK valid Driving Licence
- Level 2 Safeguarding (or willingness to work towards)

Experience:

- Proven office and administration experience, including managing multiple workstreams in a dynamic, fast-paced environment
- Experience of managing individuals, including the delegation of tasks, performance monitoring, and conducting reviews of function and effectiveness
- Experience of budget management and administration, including tracking expenditure and liaising with Finance teams to ensure accuracy and compliance

Skills:

- Highly skilled in the use of Microsoft products, including Excel (data analysis, reporting, and spreadsheets), Word (document creation and formatting), MS Teams (virtual collaboration and communication), and Outlook/Office (task management and scheduling), with the ability to use these tools to improve workflow efficiency and team coordination
- Computer literate or ability to use IT applications in a wide range of applications
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach

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- Excellent communication skills
- Excellent customer service skills
- Able to work on own initiative and without direct supervision confidentially
- Able to prioritise workloads
- Ability to work to time sensitive deadlines with attention to detail
- Ability to influence and persuade when required
- Ability to delegate tasks to team members, to monitor workloads and provide support when required
- Ability to create a positive working environment that encourages and identifies good work practices

Knowledge:

- To maintain a good knowledge of all role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins and external publications
- Awareness of equality, diversity and inclusion issues, together with a commitment to ensuring appropriate policies and procedures are implemented in the context of the duties and responsibilities associated with the role

REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- NEBOSH
- Level 3 Safeguarding
- Equality Impact Assessment

Experience:

- Experience in writing, implementing, and reviewing administrative procedures, ensuring consistency, compliance, and alignment with organisational requirements
- Experience in project or change management, including contributing to the planning, coordination, and delivery of change initiatives that improve service efficiency and performance.

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.

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