**TITLE OF POST: Improvement Advisor**

**GRADE: SO2**

**RESPONSIBLE TO: Head of Policy and Engagement**

**MAIN PURPOSE OF JOB:**

Under the guidance of the Head of Policy and Engagement, you are to undertake the professional and technical service delivery of duties within the function which contribute to the provision of an excellent service. To provide a professional service to employees and department managers in the delivery of exceptional services to our community and key stakeholders.

# 1 PROFESSIONAL DUTIES

* 1. To promote the Service Vision, ‘Creating the Safest Community’.
  2. To work effectively and efficiently to provide a professional service in the delivery of the department’s aims and objectives.
  3. To maintain appropriate and robust information systems within the department.
  4. To proactively maintain positive and effective liaison links with organisations and partners as appropriate.
  5. To prepare the production of a variety of quality information for inclusion in management and departmental reports.
  6. To ensure compliance with the Data Protection Act and to ensure data security is maintained.
  7. To ensure professional and technical knowledge is up to date and provided as exceptional service to the organisation.
  8. To proactively identify and recommend areas of potential improvement with professional and/or technical services.
  9. To professionally represent the function at internal and external meetings and events.
  10. To be responsible for internal processes and services of professional and/or technical services. This could also require line management responsibilities.
  11. To support colleagues with complex and escalated work as required.
  12. To attend internal and external training courses as necessary.
  13. To undertake any other duties as appropriate to the role.

**2. ROLE SPECIFIC DUTIES**

2.1 To be responsible for the development, implementation and maintenance of policies and procedures across the Authority in accordance with legislation and national guidance.

2.2 To ensure the improvement, development, implementation and monitoring of the Authority’s Strategic Plans and assist with strategic planning across the Service

* 1. To produce improvement reports and action plans to monitor the implementation of recommendations that arise from inspections, audits and efficiency reviews.
  2. To supervise project planning and co-ordination that assists with the implementation of recommendations that arise from inspections, audits and efficiency reviews.
  3. To promote good corporate governance and ensure the governance arrangements within the service are implemented in line with Standing Orders and associated policy.
  4. To produce reports for Senior Leaders and Fire Authority Members and coordinate the implementation of resultant improvement actions.
  5. To be responsible for the development, introduction and evaluation of continuous improvement techniques that support strategic planning, efficiency and other reviews carried out by the Authority.
  6. To support the Corporate Communications team with internal and external consultation activities to enable continuous improvement and efficiency.

* 1. To advise on a range of information and guidance to develop and maintain a range of service process improvement techniques.
  2. To contribute to the support of performance improvement and planning.

2.11 To liaise with other organisations (fire and rescue services, local authorities, etc.) to contribute to the continuous improvement of services.

* 1. To liaise with Heads of Departments, Senior Leaders and Fire Authority members and trade union representatives on improvement activities.
  2. To promote service improvement through workshops, seminars and presentations and similar events.
  3. To be accountable for the design and delivery of all staff training in respect of the reference of the post e.g. training on the principles of Lean Sigma.
  4. To supervise and manage the performance and development of team members and direct reports as deemed appropriate.

1. **HEALTH AND SAFETY (GENERAL POLICY)**

3.1 By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-

* 1. Consider the safety of other persons who may be affected by their acts or omissions and to

cooperate with their employer to perform and comply with any duties or requirements imposed upon them.

* 1. Work with machinery, equipment and substances in accordance with information and training provided.
  2. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
  3. Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.

1. **EQUALITY AND DIVERSITY (GENERAL POLICY)**

4.1 To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.

4.2 To champion the principles of equality and diversity and provide appropriate advice, guidance and support.

4.3 To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

1. **SAFEGUARDING**   
   1. To promote the application of the Authority’s Safeguarding Policies.

**6 ENVIRONMENT STRATEGY**

6.1 To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.