Northumberland County Council
JOB DESCRIPTION

Post Title: **Research, intelligence and risk analysis officer**	**Director/Service/Sector:** Fire & Rescue		**Office Use**
Band: 7	**Workplace:** Fire & Rescue HQ		**JE ref: 2036**
Responsible to: NFRS Manager	**Date: September 2020**	**Manager Level:**	**HRMS ref:**

Job Purpose:

To support the IRMP Manager in ensuring requirements of the Fire & Rescue Integrated Risk Management Plan under the Fire & Rescue Services Act are achieved.

To maintain and operate key performance management and service planning systems.

To provide analytical support to managers to assist in the allocation of risk critical resource of a 24/7 emergency service and achievement of standards and performance targets.

Resources	Staff	Responsibility for the work of data cleansing staff and training for Information Systems, performance management systems and mapping systems.
	Finance	None
	Physical	National/Government Software systems and Hardware, Internal Software systems and hardware, Risk critical data for a 24/7 emergency service. Handling, quality assuring and processing risk critical sensitive and confidential data/information. Commercially sensitive and confidential data relating to building plans and risk assessment information of buildings across the County
	Clients	Managers and staff within Fire & Rescue and County Council and partner organisations and government agencies. Representatives of software and system suppliers and Officers of Inspection and Audit Agencies and other departments within Fire and Rescue. Responsible persons in commercial premises throughout Northumberland

Duties and key result areas:

1. To provide support in the compilation and delivery of the statutory Integrated Risk Management Plans (IRMP) as required by the Fire and Rescue Services Act and National Framework, and in local performance management strategies, including local service plans.

2. Develop, implement and manage IRMP and related performance management systems, including creation of reporting frameworks to assist management in decision making and resource allocation.

3. To work effectively with other agencies and partners in processing sensitive and confidential information relating to scenes of crimes, arson and areas of multi-deprivation for risk assessment purposes and to organise, plan and participate in regional testing and auditing of partner Fire Service's IRMP systems, software and related processes.

4. Responsibility for the management of mapping and modelling systems that supply risk critical information for allocation of resources to address most at risk individuals in the community.

5. To collate, analyse and scrutinise management, operational and other information relating to the performance of Fire & Rescue and other comparator Fire Services and responsibility for quality assuring this information within strict deadlines and to agreed regional/national standards.

6. To manage and co-ordinate the production and analysis of 'risk' maps/plans, performance reports, and action plans to aide the reduction of risk, fire deaths and injuries as part of IRMP targets.

7. To lead and promote the principles of data quality throughout the organisation.

8. Promote a performance management culture throughout the organisation and provide support and advice to staff on all performance management issues to ensure data is used more effectively and standards are achieved.

9. To represent NFRS at local, regional and national meetings and working groups, making decisions on behalf of the organisation and presenting information as required.

10. To compile information and analysis for annual and strategic plans, audits and inspections, performance reports for the Service Leadership Team, statutory annual returns to Central Government, publications, target setting, regional and national forums, annual and quarterly returns to Northumberland County Council, and present information when required.

11. Responsibility for the maintenance, development and system administration of Management Information Systems (MIS) that hold confidential and sensitive information and also used to plan, schedule, monitor and report all NFRS risk critical community safety activity and technical fire safety work.

12. To implement performance related and Quality Assurance reviews and audits, and assist other formal performance assessments and prepare reports and documentation for submission to senior management.

13. Responsible for identifying training needs, design, development and delivery of training courses for groups and individuals on all performance management, incident recording and fire safety systems. Including the production of training materials (user guides, Notes for Guidance etc.) and provision of ongoing support and guidance following completion of training.

14. To minimise instances of false alarms by enforcing the Chief Fire Officer Association (CFOA) Unwanted Fire Signal Policy, achieved through analysis of incident data, and challenging the occupier/responsible to take remedial action to prevent repeated occurrences.

15. Liaise with the Fire Safety Department, to instigate a reduction in predetermined attendance and formal notification to premises where remedial actions have not been undertaken to prevent repeated false alarms, ensuring accurate and auditable records of case history are maintained.

16. To manage and develop the customer satisfaction survey process, data capture and reporting, ensuring negative feedback comments are assigned to the correct manager and audit trail maintained.

17. Programming and developing applications and scripting languages for Fire and Rescue specific systems. Performing systems analysis and liaising with other departments to ensure requirements are correctly defined and met. Reporting of information using Structured Query Language (SQL).

18. To maintain and report an auditable trail of FRS project documentation and updates using appropriate systems and procedures.

19. Responding to external requests for incident and community fire safety activity information.

20. Responsible for editing and maintaining Fire and Rescue web pages. Adding documentation available for download by the general public for all departments in the service.

21. Inspection of high risk commercial premises. Gathering and analysing risk critical information and deciding which to display on AutoCAD technical drawings to a standard that can be used on Mobile Data Terminals (MDT) for use by operational crews at emergency incidents.

22. Lead on site meetings with responsible persons and undertake discussion of relevant issues and procedures.

23. To provide photographic support for evidence gathering such as fire investigation, prosecutions and accident investigations.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.	

Work Arrangements

Transport requirements:	Travel required to Fire & Rescue remote sites, regional Fire Service sites and, on occasion national locations Fleet vehicle provided. Regular driving to locations across the County in line with inspection requirements.
Working patterns:	Full time, standard office hours with flexibility for evening and weekend working to meet the demands of a 24/7 emergency response organisation. Occasional overnight stay when attending meetings at other locations.
Working conditions:	Generally office based with some off site working including fire stations throughout the county. Working in inclement weather conditions during off site risk assessment of premise.

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Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
➢ Degree or equivalent qualification in a relevant area.	➢ Membership of an appropriate professional body. ➢ IOSH or equivalent Health & Safety qualification	
Experience		
➢ Experience of working in a corporate policy/ business-planning department. ➢ Experience of using nationally recognised quality systems and models. ➢ Experience of the use and application of mapping systems and geographical information systems. ➢ Experience of performance management systems and techniques. ➢ High level of experience of using Microsoft computer software applications including spreadsheets, databases, Powerpoint and other software packages. ➢ Experience in preparing reports and summaries on performance trends and issues for use by management teams. ➢ Experience of designing training courses, materials and providing coaching and training. ➢ Experience of SQL and other forms of programming in producing reports from software, computer programming languages.	➢ Experience of working in a service delivery environment. ➢ Experience of Risk Assessment and processes, and appreciation for its requirement.	
Skills and competencies		
➢ Sound working knowledge of computerised management information systems and databases. ➢ Advanced IT skills and able to use ICT effectively to achieve work objectives ➢ Well developed training skills and ability to deliver courses to a wide variety of audiences. ➢ Excellent communication skills, including verbal and written presentation skills and able to effectively express views using appropriate means depending upon audience. ➢ Highly developed analytical skills. Numerate and skilled at analysing/reasoning with complex business related statistics	➢ Knowledge of Health & Safety and Equality & Fairness requirements. ➢ Working knowledge and understanding of local government and the issues facing it. ➢ High degree of working knowledge of fire service data.	

➢ Ability to meet deadlines, work under pressure, prepare reports and initiate action. ➢ Good working knowledge of nationally recognised audit and quality models/standards. ➢ Enthusiastic, responsible, articulate, flexible and innovative. ➢ Excellent interpersonal skills and an ability to liaise effectively with a variety of people at all levels within and without the organisation. ➢ Knowledge of data protection principles and the ability to deal with confidential and sensitive data ➢ Ability to organise and prioritise workloads and work using own initiative with minimal direct supervision ➢ Well developed team working skills ➢ Negotiation skills and able to persuade others to an alternative point of view		

Physical, mental and emotional demands

● Regular working to strict deadlines often with conflicting requirements and with short notice. ● Ability to deal with challenging individuals ● Able to meet the physical demands of the role. ● Prepared to work out doors occasionally during station based events. ● Required to lift/transport heavy items including the ability to erect and dismantle training equipment and resources ● Dexterity, co-ordination and sensory skills to achieve the required standard of keyboard accuracy ● Dealing with sensitive information relating deaths and injuries arising from emergency incidents. ● Willingness to accept responsibility in the absence of Line Manager ● Regular prolonged periods of concentration to maintain accuracy when entering and cleansing data. ● Lifting and transporting heavy items as part of Fire Support Services when required.		

Other

● Able to meet the transport requirements of the post ● Willingness to work outside of normal office hours		