



## Job Description and Person Specification

# Intelligence Manager: Grade G

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## Job Description

Role Title	Intelligence Manager	Reporting to	Head of Risk and Performance
Location	QMC	Role/Grade	Grade G

### Purpose of the Job

To support the Brigade in achieving its strategic objectives through the provision of an efficient and effective intelligence and information function to all service areas within the Brigade.

To ensure high quality information, that has been analysed, evaluated and interpreted, is readily available to support strategic and tactical decision making and associated service delivery. To develop innovative solutions for the provision of information and intelligence that demonstrates the contribution the Brigade makes to the achievement of its and its partners objectives and priorities.

To lead and manage the Intelligence Assistants within the Risk and Performance Unit and deputise for the Head of Risk and Performance when required.

### Key Duties and Responsibilities

#### Corporate

- 1.1 To create a positive working environment by promoting the Brigade's values and behaviours equality, diversity and inclusion, training and education, health and safety, and health and wellbeing strategies.
- 1.2 Support the implementation of Strategies, Policies and Procedures.
- 1.3 To represent the Authority and its Brigade at key local, regional and national events to enhance and support the reputation of the Authority as a progressive organisation and to capture/share learning and good practice.

- 1.4 To ensure compliance with the Data Protection Regulations.
- 1.5 To take part in Personal Development Reviews and complete Personal Development Records in accordance with Brigade procedure.
- 1.6 To maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role.
- 1.7 To operate within a stringent corporate governance framework maintaining the highest standards of conduct and ethics.
- 1.8 To display and uphold the standards expected within the Leadership and Management framework of the Brigade.

## **Functional**

### **Planning**

- 2.1 Under the direction of the Assistant Chief Fire Officer support the Head of Risk and Performance in the delivery of the Authority's strategic planning processes through supporting the development and implementation of its Community Risk Management Plan, Annual Service Plans and underpinning strategies.
- 2.2 Support the Authority's Strategic planning process through the provision of high quality information that is effectively analysed and interpreted.
- 2.3 Assist in the production and monitoring of Strategic, Directorate, District and station plans and associated targeting directives.

### **Operational**

- 2.4 Support the maintenance and application of the Brigade's performance and risk management frameworks.
- 2.5 Assist in the production of the Brigades suite of performance reports including the Annual Organisational Performance Report.
- 2.6 Produce a suite of high-quality intelligence reports for operational teams and partners at the predetermined frequency.
- 2.7 Contribute to continuous improvement through assisting in the establishment of an organisational assurance and improvement planning framework.
- 2.8 Maintain and develop the Brigades Evaluation Framework and support its effective implementation.
- 2.9 Lead on the development of the Corporate Evaluation program.
- 2.10 Quality assure IRS incidents and intelligence information within predetermined timescales.

- 2.11 Facilitate the development and implementation of intelligence and analytical techniques within the core activities of the unit.
- 2.12 Maintain and develop the Brigade's key risk and performance systems and ensure they are effectively implemented and maintained.
- 2.13 Deliver and oversee work required from the organisation and partner organisations to the required standard.
- 2.14 Monitor the Service Standards and performance of the Brigade's Risk and Performance Unit.
- 2.15 Under the line management of the Head of Risk and Performance lead on or support the completion of special projects and report upon the outcomes of these projects.
- 2.16 Assist in the delivery of the Risk and Performance Internal Operating Plan.
- 2.17 Direct line management of the Intelligence Officers including the dissemination of objectives, performance standards and the supervision and appraisal of staff.

This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

### **Role Map**

EFSM 10	Plan and implement activities to meet service delivery needs
EFSM 12	Manage the effective use of resources
EFSM 13	Select personnel for employment
EFSM 14	Manage the performance of teams and individuals to achieve objectives
EFSM 15	Develop teams to enhance work-based performance
EFSM 16	Manage yourself to achieve work objectives
EFSM 21	Provide information to support decision making
EFSM 22	Develop information systems to support service delivery objectives

The following modules are associated with this role: -

003-007, 010-15, 034-40, 042, 044, 076-78

## **Values and Behaviours**

The Authority's 'PRIDE' values are underpinned with a set of expected behaviours for everyone that works for and governs Cleveland Fire Brigade. These behaviours link to leadership and relate to: the impact you have on others, outstanding leadership, service delivery and organisational effectiveness. They are split into four levels which can broadly be matched to roles. These levels are designed to be cumulative so those working in management roles should also demonstrate the preceding level(s) of behaviour. People who are appointed/promoted to and/or developed in roles within the Brigade should be aiming to demonstrate the behaviours relevant to the post to which they are aspiring.

A copy of our values and behaviour framework is included within the Brigade's application pack; if this is not the case please contact the Brigade's Human Resource team as behaviours will be assessed throughout the recruitment/promotion processes.

## **Uniform**

The person appointed to this post is required to wear a uniform and will be provided with the 'Green Book Office Wear Uniform' as set out in the Brigade's Dress and Appearance Policy.

## Person Specification

Category	Criteria	Measure
<b>EXPERIENCE / KNOWLEDGE</b>	▪ At least 5 years' experience working in a large complex organisation (E)	A,R
	▪ Working to deadlines in a high-pressure environment and deliver high quality results (E)	A,I
	▪ Experience of leading teams and managing staff on a day-to-day basis (E)	A,I
	▪ Experience of leading meetings on work related issues (E)	A,I
	▪ Experience of communicating complex and technical information in an easily understood format (E)	I, AC
	▪ Experience of presenting information to Elected Members and/or Senior managers on a regular basis (E)	A,I
	▪ Experience of working in an organisation with both uniformed / non uniformed employees (D)	A,R
	▪ Working knowledge and understanding of Local Government and the issues facing it (D)	A,I
<b>SKILLS / COMPETENCE</b>	▪ Knowledge of process improvement techniques (D)	A,I
	Ability to think strategically and tactically (E)	A,I
	Ability to generate new ideas, alternative options and develop realistic practical strategies (E)	I,AC
	Critical thinking: ability to analyse, evaluate & interpret information and form conclusions and recommendations (E)	I,AC
	Deliver work to a high quality and of a professional nature to predetermined timescales (E)	I,AC,R
	Excellent oral and written communication skills (E)	I,AC
	Ability to produce high quality reports and presentations for Elected Members, Senior Managers and employees (E)	I,AC
	Excellent numeracy skills with an attention to detail (E)	I,AC
	Methodical and logical approach to work (E)	I,AC,A

	Well developed IT and analytical skills (E)	I,AC
	Excellent Excel skills (E)	I,AC,A
	Political awareness (E)	I,A
<b>EDUCATION / TRAINING</b>	Good standard of general education including GCSE (or equivalent) in English and mathematics (E)	A,C
	Relevant professional / vocational qualification or degree (or equivalent) (E)	A,C
<b>PERSONAL ATTRIBUTES</b>	Personal demeanour that generates respect, credibility and inspires confidence and motivates colleagues (E)	I,R
	Leadership qualities (E)	I,R
	Team worker (E)	I,R
	Self-motivated and enthusiastic (E)	I,R
	Resilient and ability to deal with change in an effective manner (E)	I,A
	Ability to deal with conflicting demands effectively with minimal supervision (E)	I,A,AC
	Ability to deal with confidential matters in a manner that generates trust and credibility (E)	I,A
	Prepared to work flexibly (E)	I,A
<b>OTHER RELEVANT (JOB SPECIFIC) POINTS</b>	Ability to meet the services medical requirements (E)	M
	To possess a full current driving licence (D)	C

### **Key Criteria**

E = Essential

D = Desirable

AF = Application Form

AC = Assessment Centre

I = Interview

R = References

C = Certificate