

Northumberland County Council
JOB DESCRIPTION

Post Title:	On Call Risk & Resilience Support Officer	Director/Service/Sector Northumberland Fire and Rescue Service		Office Use
Band:	5	Workplace: Peripatetic		JE ref: 3888
Responsible to:	Station Manager / Group Manager	Date: July 2021	Lead & Man Induction:	HRMS ref:
Job Purpose: Provide administrative and operational support to staff at a number of allocated On Call Fire Stations.				
Resources	Staff	None under R&RSO Contract but potential to be incident commander in charge of a crew of 4 when mobilised to an incident. Supervision of multiple teams on drill night/s, trainee firefighter training and mentoring and exercise provision.		
	Finance	Handling invoices and petty cash. Accounting for expenditure against allocated budgets.		
	Physical	Careful use of PC. Responsibility for office equipment. Handling and processing significant bodies of corporate data. Ordering, stock control and accounting of expenditure against specified budgets.		
	Clients	Direct involvement with local stakeholders and provision of community safety advice to the local communities.		
Duties and key result areas: 1. Provide an administration service to staff within a number of allocated On Call Fire Stations. 2. Provide operational support for a number of allocated On Call Fire Stations. 3. Develop and organise training exercises for operational firefighters 4. Monitor the induction, appraisal, training, development and performance of On Call Firefighters within allocated Stations. 5. Develop, implement and maintain management information systems that support the aims of the service and the organisation. 6. Manage and operate information systems such as service records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 7. Individually and as part of the team provide general office support; filing, handling mail, dealing with callers/visitors, filing, photocopying, collation, maintaining and issuing stock in accordance with corporate and service standards. 8. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 9. Arrange meetings, attending and taking accurate, straightforward notes as requested. 10. Undertake duties allocated in relation to Community Safety as and when required. 11. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. 12. Support Emergency Response Management to maintain an operational response within Northumberland, this will include operating at firefighter, emergency fire appliance driver and as an officer in charge. 13. Participate in an NFRS resilience contract.				
Work Arrangements				
Transport requirements:	Regular need to travel between allocated Fire Stations. Access to casual mileage when using own vehicle.			
Working patterns:	37 hours per week, Monday to Friday, day work.			

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PERSON SPECIFICATION**

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Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy.		
Experience		
Fully competent as an operational firefighter with a track record of delivering the firefighter role map. Experience in using Microsoft office 365 applications.		
Skills and competencies		
Competent as an operational firefighter including Breathing Apparatus. Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using arithmetic functions. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Able to communicate with a wide range of audiences in emergency and potentially critically situations which may require strong interpersonal, caring and persuasive skills.	Competent in Level 1 Incident Command EFAD LGV driver or willing to work towards and obtain within 9 months	
Physical, mental, emotional and environmental demands		
Physically fit and able to meet the demands of operational firefighting. Able to handle difficult, demanding and time critical emergency situations with a high level of phycological resilience. As an officer in charge at the front of an emergency fire appliance critical decisions will need to be made in a timely manner. Very high demand for precision. Lengthy periods of concentration required with regular interruptions		
Motivation		
A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and demonstrates the vision, values and behaviours of the service Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		