

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Performance & Intelligence Specialist
Grade	PS9	Reports to (role title)	Data & Digital Manager
		Directorate/School	Surrey Fire & Rescue Service
JE Band	314-370	Service / Department	Surrey Fire & Rescue Service
		Date Role Profile was created	Jul-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To visualise and analyse all required service performance data such as operational response data, community fire safety work streams data through to sickness and absence data. You will analyse and present this information to a high level of quality and to a level of detail and in a format as required by the customer.</p> <p>To support renewal of the Service's performance management framework, particularly around benchmarking, target setting for station and borough plans, and annual update of service plan(s).</p> <p>To lead on responding to requests for a variety of management information, to inform service actions, provide for national data returns and in support of Freedom of Information requests.</p> <p>To work as part of the team that updates the Service's Community Risk Profile which is our assessment of the risks facing communities in Surrey based on our analysis of available data.</p>
Work Context	<p>The role is based within the Data & Digital Team at Woodhatch, Surrey County Council Headquarters, Reigate, and requires occasional travel to other sites. The role is also open to a high level of homeworking, subject to service needs.</p> <p>The role is part of a small team responsible for the assessment, processing, management and presentation of Service performance data and reports to the Data & Digital Manager. The role is computer-based and generates a variety of electronic media, but principally visualizations in Tableau. The Service has three main systems in use for data management (Vision, CRIS and FireWatch) and it is expected that the role holder will work through the GIS & Data Analyst to access and present all required data.</p> <p>Accurate assessment and the production of quality information are the key expectations of the role.</p>
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Substantial Tableau experience or with equivalent visualisation software. • Excellent data analysis skills. • Able to accurately understand Service requirements and effectively work with others to deliver products in a timely way. • Knowledge of data analysis systems. • Self starting and can be relied upon to deliver regular reports without prompting. • Experience of dealing with life-critical information (desirable) • Line management experience (desirable). • Responsible, proactive attitude and a commitment to public safety. • Ability to work well under pressure while maintaining a positive attitude. • Ability to be able to travel to other sites as required, although car ownership is not a necessity. • Statutory DBS clearance is required.
<p>Role Summary</p>	<p>Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.</p>
<p>Reference Number</p>	<p>BM-2023-385</p>