

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Senior Risk Intelligence Officer
Grade	PS9	Reports to (role title)	Business Intelligence Manager
		Directorate/School	Surrey Fire and Rescue Service
JE Band	314-370	Service/Department	Surrey Fire and Rescue Service
		Date Role Profile was created	Dec-24

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>This role is responsible for managing and directing the team who identify, manage and disseminate operational risk information. They are responsible for overseeing the creation, analysis and storage of data for Fire and Rescue purposes.</p> <p>To contribute to the safety of fire service personnel and impact on the business and residential communities we serve. This is through developing and maintaining comprehensive risk information processes to harvest, share and display in line with the strategic vision.</p>
Work Context	<p>The role is based within the Business Intelligence Team at Surrey Fire and Rescue Service. The role is based at Woodhatch Place, Surrey County Council Headquarters, Reigate, and requires occasional travel to other sites. The role holder is expected to work in a council office a minimum 2 days per week with the option to work at home or other location for the remainder, subject to business need.</p> <p>The post holder will liaise and provide advice with internal and external stakeholders, developing close networking and collaborative relationships for the purpose of sharing data, inclusive of neighbouring fire services. Information used will include: data provided by response personnel, building plans (CAD), geographic information (GIS) and third parties. Specific duties for supping updates to mapping and GIS for joint mobilising control. The post holder will play an important and active role in community safety.</p> <p>They will be expected to be professional and make a positive contribution during challenging or time critical situations.</p>
Line management responsibility if applicable	Line management responsibility for a small team.
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</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"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
<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"> • Ability to adapt quickly to technical changes and the working environment. • Commitment to develop new data management processes using available technologies. • Track record of positive relationships with internal and external stakeholders. • Awareness and experience of corporate GIS and CAD. • Experience of data management within an enterprise data-management or information management system, and of working with multi-application processes. • Proven experience of working in a high-quality environment or experience of dealing with life-critical information. • Sound understanding of the importance of accuracy, data quality and quality assurance. • Deliver Service change and transformation through: analysis, innovation and problem solving. • Responsible, proactive attitude and a commitment to public safety. • Ability to work well under pressure while maintaining a positive attitude. • Evidence of professional learning and development.

Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.
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