

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PE	Role Title	Partnership Officer
Grade	PS7	Reports to (role title)	Partnership Team Manager
		Directorate / School	Surrey Fire and rescue
JE Band	228-268	Service / Department	Community Protection/ Prevention
		Date Role Profile was created	Jul-19

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	The role will be responsible for working in partnership to deliver Safe and Well visits and community safety programmes; including educational and wider community initiatives at all levels activities in relation to fire prevention and safety. The post holder will be able to communicate internally and externally with a wide range of providers in the community and service providers including Health providers Policing, and Social work. The role involves: Liaison with partner agencies, receiving referrals, creation of accurate records, having access to personally sensitive information, support and assistance with reference checking, placing orders for stock and merchandise for use at events. There is responsibility in assessing reports Safe and Well visit reports and referring with appropriate safeguarding action. Use of various software products and be adaptable to new software environments. Assessing and implementing safeguarding actions, liaising with other community teams across SCC ensuring the safe and well being of our community. Liaising with response crews and providing assistance and training where necessary to ensure accurate recording of all SAWV's across the Service. Meetings and minute taking where appropriate. This role will be expected to carry out duties without direct supervision and support other members of the team in a wide range of tasks.
Work Context	The post is based is to be confirmed. The post holder will need to be able to travel to various sites and locations across the county as required to meet the demands of the role, as deemed appropriate
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Manage the daily running of a customer facing service to ensure a high level of customer satisfaction. • Review and make recommendations for the improvement of relevant business processes and practices. Planning & Organising • Assist in development and project work, and working with other staff to provide information and feedback. Analysis, Reporting & Documentation • Maintain specialist archives or records relevant to the service area. • Provide advice and support to projects using specialist knowledge. Finance/Resource Management • Maintain relevant accounts as part of the day to day running of the service. Work with others • Liaise, communicate and work in partnership with other internal departments, partner organisations, the community and volunteers. People Management • May coordinate, supervise and guide team members. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of the service area, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant contextual legislation, processes and procedures relating to the service. • Ability to provide advice to members of the public and colleagues on specialist areas relevant to the role. • Good knowledge of basic IT software packages. • Sound knowledge of how to provide excellent customer care. • Effective written and oral communication and interpersonal skills able to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal support. • Ability to supervise others and work effectively as part of a team. • Ability to manage discrete projects or implement service improvements.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Suitable training or qualifications in Community Work , Multi Agency work- such as PGCE, BEd, BA/BSc with QTS or Degree. Working effectively with members of the community, including the ability to be able to communicate effectively to all ages. Good IT skills and computer literacy. Must be proficient in the use of software: Microsoft Products including: Word, Excel, PowerPoint. Good communication and interpersonal skills. Must be able to work well unsupervised, and set own direction.
Role Summary	Roles at this level provide a practical front line support service in a specialist area working as necessary with volunteers, community, professional groups and local organisations to ensure provision of a service. They may supervise a team and manage delivery in their own service area or hold knowledge used to provide a specialist service to the public with in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.

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