

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Respiratory Protective and Personal Protective Equipment Technician
Grade	PS7	Reports to (role title)	SC Chris Clinnick - Operational Asset Manager
JE Band	228-268	Directorate / School	Community Protection and Emergencies
Date Role Profile was created	Jul-26	Service / Department	Surrey Fire and Rescue - Logistics
Agile	Venue-centric (1)	DBS Requirement	DBS (Standard)

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	To support the operational effectiveness, safety, and preparedness of Surrey Fire and Rescue Service by providing specialist maintenance, testing, administration, and logistical support for Respiratory Protective Equipment (RPE), Personal Protective Equipment (PPE), and associated operational assets. The postholder ensures that frontline personnel have access to compliant, serviceable, and fit-for-purpose equipment through the delivery of inspection, testing, repair coordination, and asset management activities. The role contributes to maintaining statutory compliance, operational resilience, firefighter safety, and service continuity, while also providing flexible support across stores, logistics, fleet, and engineering functions to meet organisational needs and operational demands. This role ensures that equipment standards are maintained, records are accurately managed, and operational staff are supported through the timely provision, monitoring, and maintenance of critical protective equipment, helping to minimise risk and maximise operational readiness across the Service.
Work Context	The Logistics Support Officer plays a key role in ensuring the effective provision, maintenance and distribution of operational equipment across Surrey Fire and Rescue Service (SFRS). The post holder will support frontline operations by maintaining compliance with Respiratory Protective Equipment (RPE) and Personal Protective Equipment (PPE) requirements, ensuring adherence to relevant Health and Safety legislation, National Fire Chiefs Council (NFCC) guidance, and Service standards. Working within the Logistics Department, the role holder will provide a professional and responsive customer service to SFRS personnel, partner organisations, Surrey County Council departments, contractors and suppliers. The role supports the availability and readiness of operational equipment, appliances and support vehicles, contributing directly to the Service's ability to protect communities across Surrey. Key Responsibilities - Maintain compliance and records relating to RPE and PPE in accordance with current legislation, Service policies and NFCC guidance. - Support the procurement, storage, distribution, collection and maintenance of operational equipment and spare parts. - Provide professional customer service and respond effectively to equipment-related enquiries from internal and external stakeholders. - Assist in maintaining the readiness and availability of frontline appliances, support vehicles and operational equipment. - Monitor and contribute to a safe, healthy and productive working environment, ensuring compliance with Service health, safety and security procedures. - Undertake regular manual handling activities, including lifting, loading and unloading operational equipment and supplies. - Drive Service vehicles, including vans, to transport equipment and supplies between Service locations.

	Maintain accurate records and stock control systems to support operational effectiveness and audit requirements. Build effective working relationships with suppliers, contractors and colleagues to ensure the efficient delivery of logistics services. Undertake additional duties within Logistics Support as required to meet Service objectives, operational demands and performance targets.
Line management responsibility if applicable	No line management responsibility.
Budget responsibility if applicable	Indirect budget monitoring, providing advice and recommendations to ensure best value across the supply chain
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. Service Delivery • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. Planning & Organising • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Maintain financial, and/or stock records, and review data to contribute to resource planning. Work with others • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. People Management • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. 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.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Experience of working in logistics / workshop environment. • Have knowledge of manual handling regulations and confidence in safe manual handling procedures. • Excellent written and oral communication skills with the ability to build sound relationships with customers and service users. • Previous experience of working in a large, multi-site organisation. • Experience of conducting routine checks on vehicles to ensure they are roadworthy, safe, and ready to use. • Have excellent interpersonal skills to work co-operatively and flexibly as a member of a team, and to liaise effectively with staff at all levels. • Can work with accuracy, plan and prioritise work with the ability to adapt to changing situations and an understanding of using stock management systems as well as competence in general office IT tools such as Excel, Word and Outlook. • Have a "can do" attitude and can work to resolve issues independently when appropriate. • Experience liaising with internal and external clients to resolve issues satisfactorily. • Understanding and commitment to SCC's values including equality and diversity. • Have experience of vehicles, planning, and adapting routes. • Current full clean UK driving license [category B], no previous driving disqualifications. • Excellent knowledge of Surrey geography and major road layout.
Role Summary	Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.
Reference Number	BM-2026-258

Copyright © 2019 Surrey County Council