

Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Risk Intelligence Officer
Grade	PS8	Reports to (role title)	Senior Risk Intelligence Officer
		Directorate/School	Surrey Fire and Rescue Service
JE Band	269-313	Service / Department	Performance and Insight
		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>The role involves managing critical risk information and providing insights for operational fire crews and emergency service partners. This is achieved through various software and processes, resulting in intuitively formatted documents, plans, and maps. These are delivered on multiple platforms, including Mobile Data Terminals (MDTs) and ResilienceDirect.</p> <p>The main aim of the role is to make the data as accessible as possible for responders enabling them to remain safe and deal with incidents efficiently and effectively. This is done by sourcing information and extracting the correct elements from this to present for use at incidents, exercises or other events.</p>
Work Context	<p>The purpose of this role is to ensure that valid data is accessible to staff and other key stakeholders during incidents. The post holder is responsible for collecting, processing, maintaining, presenting and quality assurance of life critical information. Collaboration with colleagues and other partners is a vital aspect in this workflow and a keen understanding of user requirements drives the delivery of effective insight. The Risk Intelligence Officer needs to use multi-stage multi-application processes to ensure that the information supplied is accurate. Technologies such as AutoCAD, FME and ArcGIS are utilised to transform data into graphical representation, allowing quick understanding and use of information. They also support and manage data for the operation of mobile data technology in line with business requirements. Knowledge of existing mobile data systems and compliance with relevant legislation, policies and procedures and associated processes within the Fire and Rescue sector is desirable.</p> <p>The Risk Intelligence Officer is also responsible for investigating and planning development of the above work with stakeholders to ensure seamless operations throughout the year. This includes scheduling for specific themes and update projects including updates to high-rises, wildfire and open area sites, and flooding planning processes. This ensures that the information is available at the right time for colleagues to use and provides the Risk Intelligence Officer the time to produce and quality assure work. Similar planning is also required for the teams support of exercising, which attracts the same complexity as standard risk information processing.</p> <p>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>
Line management responsibility if applicable	There is no line management responsibility.
Budget responsibility if applicable	There is no budgetary responsibility.

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with organisational requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <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"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).

Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> > Experience of working with complex multistage data technologies and information processes using a range of IT tools, such as AutoCAD, ArcGIS, FME > Problem solving in complex and interlinked systems and presenting solutions. > Ability to identify and adapt to technological change to deliver positive change to the organisation. > Organised and ability to meet tight deadlines calmly and efficiently. Be able to identify priority in ad-hoc tasks and take appropriate action. > Attention to detail and ability to critically self-evaluate. > Understanding of data stewardship and knowledge of procedures, processes and software to achieve this. > Satisfactory standard DBS check.
Role Summary	<p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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