

HUMBERSIDE FIRE & RESCUE SERVICE

EMPLOYEE SPECIFICATION – SERVICE IMPROVEMENT OFFICER

Post Ref: H33S0828

Temporary

Established ✓

Part-Time

Full-Time ✓

Job Share

	Essential	Desirable	How Measured
Experience	• Developing and achieving evidence-based improvements within an organisation. • Using systems and processes to improve working arrangements. • Working in partnership and collaboration with stakeholders. • Successfully working against performance metrics, compliance requirements and deadlines. • Effectively apply quality assurance processes to validate improvements, outputs, outcome(s) and benefits realisation.	• Project and performance management. • Influencing the development of policies and long-term strategic plans that have resulted in improved outcomes. • Administration of information governance. • Facilitation of event planning.	Application form Interview
Education/Training / Qualifications	• Educated to GCSE or equivalent standard (including a minimum level of grade C or equivalent in English). • Evidence of continual professional development.	• Educated to degree level or equivalent in a business-related discipline. • Related Project Management Qualification. • Data protection related training.	Application form
Special Knowledge	• Stages and requirements of project management. • Risk and opportunity management. • Quality assurance and continuous improvement practices.	• Effective project and performance management activity within a public sector environment. • Political awareness and internal governance.	Application form Interview
Skills and Abilities	• Contribute towards and work in accordance with Service objectives, plans, policies, and guidance. • Work effectively, having high level communication skills. • A good level of skill in using and applying Microsoft 365 products. • Strong partnership skills with the ability to champion new approaches and influence others to participate in new projects. • Skilled in the analysis of numerical data, performance information and trends.	• Ability to lead and motivate staff to deliver results. • Ability to utilise communication software and ICT based analytical tools.	Application form Interview

	Essential	Desirable	How Measured
	• Excellent persuasiveness and motivational skills to drive internal communication and the benefits within an organisation. • Ability to work with minimal supervision and plan and prioritise effectively.		
Behavioural Criteria	• Adherence and application of the Service's Core Code of Ethics. • Self-awareness combined with a personal drive for measurable results and continuous improvement. • Flexible in adjusting to changing demands and working to strict deadlines. • Adaptable to relate and respond to viewpoints of a variety of stakeholders. • Willingness to develop skills in line with future knowledge and skills requirements for the role		Application form Interview
Working Arrangements	• Flexibility to adjust working times to suit organisational needs. • Able to travel to other locations in the Service area and beyond if required.		Application form Interview