

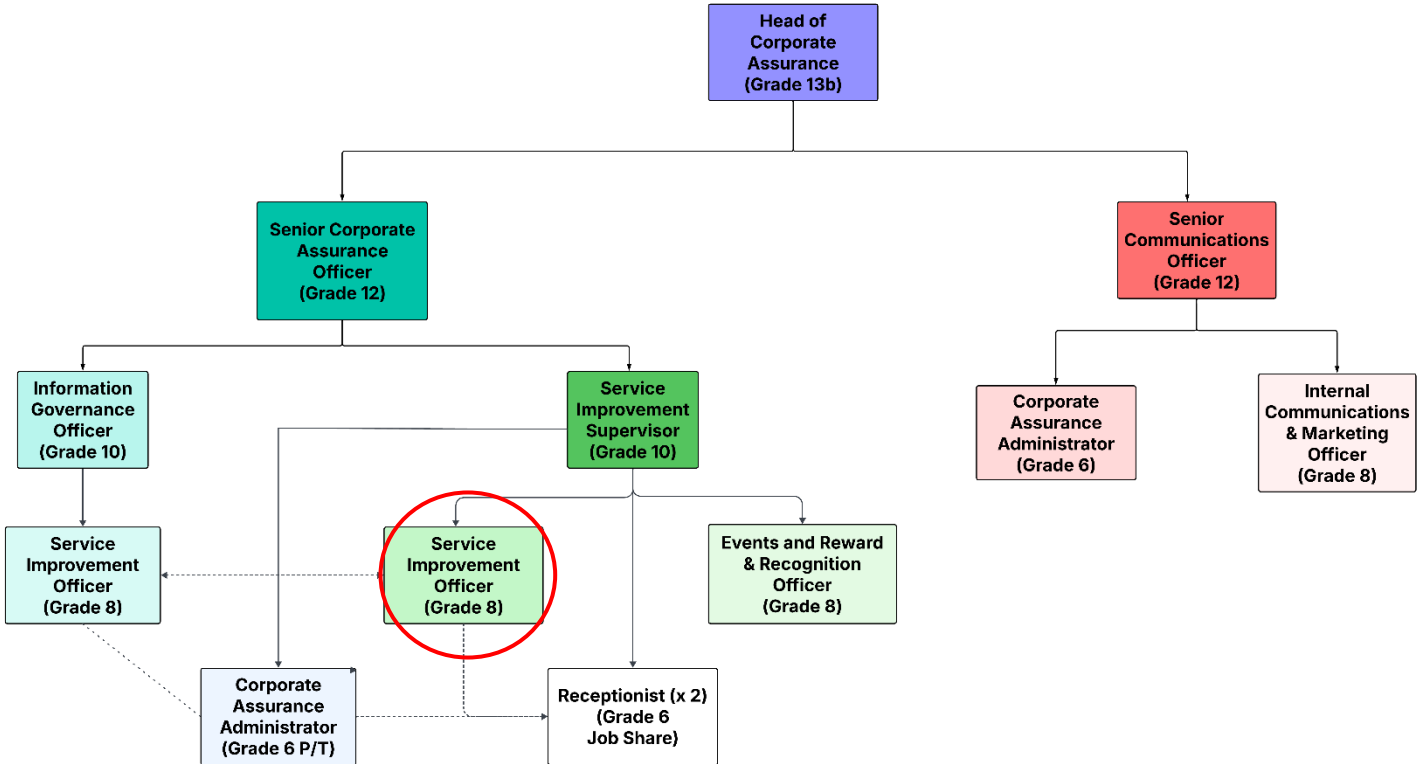
HUMBERSIDE FIRE AND RESCUE SERVICE
JOB DESCRIPTION

POST TITLE	POST NO.
Service Improvement Officer	H33S0828
SECTION/DIVISION/LOCATION	
Corporate Assurance	Grade 8
<u>OVERALL PURPOSE OF THE JOB</u> Develop, innovate and manage processes to support continuous service improvement through business change, quality assurance, information governance, benefits realisation, project management and effective communication, and assist with the facilitation of corporate events.	
<u>KEY ACTIVITY AREAS/MAIN DUTIES</u> 1. To facilitate policy management and provide guidance and support to managers and staff on the implementation of associated policies, procedures and good practice in relation to change management, quality assurance, internal audit and evaluation of benefit realisation. 2. Provide professional advice regarding service improvement activities to improve productivity and efficiency via the Corporate Governance, Risk and Improvement Framework. 3. Deliver activities which enable the effective management of Service projects. 4. Accountable for the management of internal and external communications and engagement relating to Corporate Governance, Risk and Improvement Framework cyclical development and implementation. 5. To develop and maintain appropriate Policy, Guidance and Process to support the Corporate Governance, Risk and Improvement Framework. 6. To provide progress reports to the Head of Function, for Strategic Leadership Team and Fire Authority reporting, in accordance with the Business Planning Framework and ad-hoc requirements. 7. To administer the Service Improvement Plan and Risk & Opportunity Register and provide proactive advice, guidance and scrutiny to Directorate Meetings and the Senior Information Risk Owner in relation to the Corporate Governance, Risk and Improvement Framework and information governance respectively. 8. To assist in the management of information governance, including the processing of Subject Access Requests and Freedom of Information/Environmental Information Regulations requests. 9. Research and develop approaches for quality assurance, benefits realisation and evaluation to reflect best practice. 10. To assist in the facilitation of Corporate Events. 11. To provide resilience for other roles within the Corporate Assurance functional area and assist with Corporate activities including preparation for HMICFRS inspection and scrutiny.	

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POSITION IN ORGANISATION



NOTES:

1. The post holder may be required to perform other duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
2. The post holder is required to comply with relevant legislation and policies and procedures of Humberside Fire Authority in the performance of his/her duties. Examples include acting in compliance with the provisions of equal opportunities, data protection and health and safety legislation, policies and procedures so far as they relate to the post and the post holder.

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JOB REQUIREMENTS:

Knowledge and Skills

- Practical level in project management skills and related information governance knowledge. The post-holder will pro-actively maintain qualifications under a continual professional development plan.
- Expert practitioner knowledge of information governance and internal audit.
- Expert knowledge regarding the Service Improvement Framework including change management, quality assurance and evaluation.
- Excellent written and interpersonal skills with the ability to provide guidance and advice, both verbally and in writing, to managers, staff and internal and external contacts, including an understanding of, and ability to work within, the confidentiality constraints required by the Data Protection legislation.
- High levels of networking skills to identify, develop and maintain appropriate networking opportunities.
- Excellent report writing skills, appropriate for Strategic Leadership Team and Fire Authority.
- High levels of researching skills to provide supporting evidence to support the practical application of the Service Improvement Framework within HFRS.
- Knowledge of Corporate Assurance activities and the business planning and reporting cycle to provide resilience within the Section.
- Knowledge of appropriate software systems, such as Microsoft 365 products, BOSS and other HFRS systems that support the delivery of a wide range of functional expert areas.
- Detailed knowledge of the Performance and Risk Framework and the function of Project and Risk Management within the Service Improvement Framework.
- Advanced knowledge of Risk and Opportunity management processes including risk appetite assessment and action planning.
- Ability to deliver effective training, skills and awareness programmes to Strategic Leadership Team and Heads of Function to assist with their understanding of the Service Improvement Framework.

Creativity and Innovation

- Ability to develop and implement innovative continuous Service Improvement approaches that directly contribute to delivering the objectives set out within the Strategic Plan.
- Creativity to develop accurate and detailed systems to record and manage activities related to the delivery of the Service Improvement Framework. Continue to improve and develop such systems through their lifespans.
- Production of appropriate cyclical progress and monitoring reports for a range of target audiences, including Strategic Leadership Team, Fire Authority and the Head of Corporate Assurance.
- Develop and deliver imaginative training plans and information packages to support the implementation and embedding of the Service Improvement Framework across the organisation.

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Decision Making

- To provide accurate professional advice and guidance to managers regarding Service Improvement and information governance
- The postholder will be the subject matter and process expert for Service Improvement Framework issues and will act as a point of contact for managers throughout the organisation. They will make direct decisions regarding the development of relevant Policy, Guidance and Support documentation.
- The postholder will directly advise Managers with responsibility for Programme, Project, Risk and Performance on the most appropriate approach and level of managerial control required to ensure work achieves stated objectives and risks are managed effectively.
- Manage and organise own workloads, prioritising in accordance with Service and Corporate Assurance requirements.
- Discretion to deal with non-routine matters for which there may not be a readily available precedent or point of reference.
- Provide support at cyclical Strategic Leadership Team Performance Meetings and makes decisions on the required solutions to issues raised.
- Decisions taken by the postholder will contribute directly to the successful corporate delivery of the Service Improvement Framework. This will directly support the delivery of objectives within the Strategic Plan and activities to ensure continuous improvement in readiness for HMICFRS inspection.

Contacts and Relationships

- The postholder will have frequent contact with managers acting as Project Owners and Risk Owners, plus Strategic Leadership Team and other managers working with the Service Improvement Framework
- Will require the frequent provision of scrutiny and advice to Strategic Leadership Team and Heads of Function in relation to the application of the Service Improvement Framework including benefit realisation, effective evaluation and quality assurance, which may be contentious. This will require detailed constructive evaluation of any issues and positive support and expert advice to assist planning and implementation requirements. The outcome will directly contribute to achieving Strategic Plan objectives and continuous improvement in readiness for HMICFRS inspection.
- The postholder will report directly to Strategic Leadership Team on Service improvement issues and arising risks or problems.
- The post holder will engage in regular external networking within appropriate Fire Sector specific communities and other relevant sectors. Outcomes will help establish best practice processes within HFRS and provide opportunities to develop best practice with peer colleagues.

Responsibility for Resources

- Responsibility for the security of commercially sensitive or confidential information, having due regard to data protection.
- Responsible for personal ICT equipment.

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WORK ENVIRONMENT

Work Demands

- Work activities within Corporate Assurance can be subject to short notice changes in priorities and high demand arising from strict deadlines.
- Demands are for a range of skills, knowledge and activities which will all need to be delivered to time and quality standards, whilst working on own initiative and dealing with complex and conflicting priorities.

Physical Demands

- Consistent with most work being carried out in an office environment using a keyboard etc.
- Frequent visits to other Service premises and locations.

Working Conditions

- Mainly in an office environment with occasional visits to other premises and locations.

Work Context

- No specific and particular risk other than that of occasional visits to unfamiliar locations/service premises.

Signature

Designation

Date

Head of Corporate Assurance 07/02/2024

CONFIRMED BY:

RECEIVED BY:

PREPARED BY: Jamie Morris

POSTHOLDER: Head of Corporate Assurance

Note: The contents of this job description will be subject to regular review and amendment over time to ensure they continue to accurately describe the job requirements.