**WEST YORKSHIRE FIRE & RESCUE SERVICE**

# JOB DESCRIPTION.

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| **POST TITLE:** | Service Improvement & Assurance Team Co-ordinator. |
| **GRADE:** | 4 |
| **RESPONSIBLE TO:** | Service Improvement & Assurance Team Manager.  |
| **RESPONSIBLE FOR:** | Strategic Development Administrator. |
| **PURPOSE OF POST:** | To research, analyse and report service assurance processes and provide administration support and development of ICT functions to the Service Improvement and Assurance Team.  |

##### MAIN DUTIES AND RESPONSIBILITIES.

1. Contribute to the development of Service Improvement workflows through the introduction of ICT products / systems for example: Community Risk Management Plans [CRMP], Fire Standards, Service Assurance Self-Assessment.
2. Facilitate, support, and contribute to audit and inspection processes e.g. submit relevant documentation and data, delivery of briefings and presentations.
3. Assist with the planning, communication, and facilitation of delegate visits.
4. Communicate with stakeholders by various methods with regard to service assurance processes e.g. HMICFRS, Fire Standards, CRMP, Service Level Agreements.
5. Liaise with internal stakeholders to collect, scrutinise, and analyse data and evidence from various sources in preparation for internal assurance or inspection processes, where necessary advise, guide and challenge departments.
6. Keep up to date with the national framework, HMICFRS methodology and process and advise management of any relevant changes/updates.
7. Identify, highlight, and report task delays to Service Improvement and Assurance Team manager proposing potential remedial action for consideration.
8. Represent WYFRS and deputise for the SIAT manager at meetings as required.
9. Develop and maintain positive working relationships with colleagues at all levels to support their understanding of their obligations in relation to the internal quality assurance and inspection processes.
10. Analyse the root cause of problems or issues in relation to organisational improvement and assurance and make appropriate recommendations regarding.

**2. SERVICE ASSURANCE ADMINISTRATION DUTIES.**

To supervise and manage the Strategic Development Administrator and provide administration support and guidance for the: -

* Creation of agendas, papers and minutes of meetings, presentations, spreadsheets, and other recording tools.
* Maintenance of electronic filing, systems to maintain records and Project Framework documentation.
* Co-ordination of workflows in SIAT.
* Management and reporting of action plans taking remedial action to maintain performance against agreed objectives.

Ensuring documents are proofread, of a high standard and distributed to stakeholders in an effective, efficient, and timely manner.

**3. MISCELLANEOUS**

**3.1** To Implement and promote the Authority’s policies including:

1. Health and Safety policies,
2. Equality and Diversity policies,
3. Information Security Management System policies,
4. Safeguarding policies,
5. Business continuity policy and contingency arrangements.

**3.2** To demonstrate and uphold the service values and to promote the organisation in a positive manner.

**3.3** Ensure functions can be maintained when disruptive events occur through the implementation of arrangements specified in the business continuity strategy/policy.

**3.4** Responsibility for ensuring any data produced in relation to the post is accurate and current.

**3.5** Responsible to ensure full compliance with the General Data Protection Regulation and Data Protection Act 2018 and to ensure data security is maintained.

**3.6** Undertake other appropriate duties as directed by the Service Improvement and Assurance Team Manager/Strategic Development GM.

**PERSON SPECIFICATION/SHORTLISTING CRITERIA.**

**In order to be shortlisted for the post you will need to demonstrate your ability to meet the requirements of the role by giving clear, concise examples of how you meet each of the following person specification criteria on your application form.**

**You will only be shortlisted from the details in the application form if you meet all Essential criteria, i.e. items you must be able to do from day one to be able to perform the role. If a large number of applications are received, only those who also meet the Desirable criteria will be shortlisted, i.e. criteria you need to undertake the role, but which could be learnt during training.**

**There may be some criteria that are identified through ‘Selection Process’ only. You will only be assessed on these criteria during the selection process and not from your application form, this may involve tests, presentations, interview etc.**

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|   | **Experience.** | **Essential/ Desirable.** | **Source.** |
|  | Significant administrative experience in a quality assurance and improvement background. | Essential. | Application & Selection Process. |
|  | Significant knowledge of Microsoft products and the implementation of ICT solutions to develop processes. | Essential. | Application & Selection Process. |
|  | Involvement with internal and external quality assurance processes within a large organisation. | Essential. | Application & Selection Process. |
|  | Experience of supervising and leading a team/individual to ensure key work objectives are achieved. | Essential. | Application & Selection Process. |
|  | Experience of collating, scrutinising, and analysing data. | Essential. | Application & Selection Process. |
|  | Experience of reviewing, advising, and recommending changes to policy and procedure. | Essential. | Application & Selection Process. |
|  | Evidence of maintaining quality assurance systems and working with performance indicators. | Essential. | Application & Selection Process. |
|  | Demonstrable knowledge/experience of Project Management and an understanding of project terminology. | Desirable. | Application & Selection Process. |
|  | Experience of working in an office environment with Information Technology applications - Microsoft Outlook, Word, Excel, PowerPoint, SharePoint.  | Essential. | Application & Selection Process. |

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|   | **Education and Training.** | **Essential/ Desirable** | **Where identified** |
| 10. | Numeracy and Literacy Level 2 / Maths and English GCSE at Grade C or above, or equivalent level literacy and numeracy gained through work experience. | Essential. | Application & Selection Process.  |
| 11. | RSA/OCR Stage 2 or equivalent ICT/word processing qualification. | Desirable. | Application & Selection Process. |
| 12. | Evidence of continuing professional development. | Essential. | Application & Selection Process. |
| 13. | Level 3 Supervisory and Leadership Apprenticeship or equivalent. | Desirable. | Application & Selection Process. |

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|  | **Special Knowledge and Skills.** | **Essential/ Desirable.** | **Where identified.** |
| 14. | Excellent communication skills with the ability to form good working relationships with customers. | Essential. | Application & Selection Process.  |
| 15. | A flexible approach in relation to the needs of the post and working hours as required. | Essential. | Application & Selection Process.  |
| 16. | An understanding of and commitment to providing a high-quality standard of service to all customers both internal and external. | Essential. | Application & Selection Process. |
| 17. | Ability to motivate and encourage teamwork in line with organisational objectives. | Essential. | Application & Selection Process.  |
| 18. | Analytical and problem-solving skills at a high level with an ability to analyse and interpret information and reach sound conclusions. | Essential. | Application & Selectin Process. |
| 19. | Experience of working on own initiative, prioritising workloads, and meeting conflicting deadlines. | Essential. | Application & Selection Process.  |
| 20. | Ability to pay close attention to detail to ensure data quality is maintained to a high standard of accuracy. | Essential. | Application & Selection Process.  |
| 21. | Demonstrate knowledge of governance structure and maintain confidentiality when dealing with sensitive information. | Essential. | Application & Selection Process.  |
| 22. | Demonstrate commitment to and understanding of Equality & Diversity. | Essential. | Selection Process. |
| 23. | Knowledge of national frameworks and assurance processes relating to the Fire and Rescue Service | Desirable. | Application & Selection Process. |
| 24. | To hold and maintain a current full valid driving licence. | Desirable. | Application & Selection Process. |

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