

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**JOB DESCRIPTION**

<b>Department</b>	Service, Performance and Communications
<b>Post</b>	Planning, Performance and Risk Officer
<b>Post No</b>	NU190
<b>Grade</b>	11
<b>Location</b>	South Wales Fire and Rescue Service HQ, Llantrisant
<b>Responsible to</b>	Planning, Performance and Risk Manager
<b>Responsible for</b>	N/A
<b>Responsibility for Physical Resources</b>	N/A
<b>Responsibility for Financial Resources</b>	N/A

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

**MAIN PURPOSE OF THE POST**

Responsible for designing, implementing, maintaining and continuously improving organisational processes and all associated strategies relating to Business Planning, Performance Management, Risk and Audit.

The post holder will be responsible for providing advice and guidance to senior management and all staff, to ensure that the organisation is effectively managing and reporting its performance in line with all relevant legislative requirements.

**DUTIES AND RESPONSIBILITIES**

1. To design, implement, maintain and continuously improve:
  - a. The Service's business planning framework to ensure all improvement objectives and supporting actions are developed, measured and reported effectively in order to satisfy legislative requirements.
  - b. The Service's performance management systems to ensure that the service can effectively measure its performance in relation to all

improvement objectives, ongoing initiatives and key performance indicators.

- c. The Service's risk management framework to ensure a standardised approach to identifying and effectively measuring the impact of risks, and their ongoing management.
  - d. The Service's management of actions identified at audit, ensuring all new audit actions are captured and that ongoing progress against these actions is effectively monitored and reported.
2. To provide guidance and advice to senior management and directorates across the Service on developing the organisation's annual business plan, and ensuring that progress against all tasks is recorded in accordance with the business planning framework.
  3. To provide guidance and advice to senior management and directorates across the Service on developing the organisation's risk registers, and ensuring that progress against all control tasks is recorded in accordance with the risk management framework.
  4. To design, maintain and develop the organisation's business management information system and to provide training, advice and assistance to users where required.
  5. Monitor, co-ordinate and maintain the Service project management frameworks and registers and provide advice and guidance to managers accordingly.
  6. To support the Service with business transformation projects and the promotion of continuous improvement initiatives. This will include working with senior management, other departments and external partners as a champion of continuous improvement.
  7. To work collaboratively with other Fire & Rescue Services and other organisations to identify areas of best practice in order to improve service delivery and effective performance management.
  8. To champion, promote, coach and develop teams across the Service to develop their understanding and knowledge of business planning, performance management and continuous improvement tools and techniques.
  9. To represent the Service as a key point of contact for events, groups, forums relating to business planning, performance management and risk.
  10. To research, identify and implement good practice and continuous improvement with respect to Business Planning, Performance Management, Risk and Audit.

11. To work closely with the Statistics and Risk team, to ensure risk data and information informs decision making and risk reduction activities
12. To develop and maintain the Planning, Performance and Risk web pages with relevant and current information which supports and promotes a continuous improvement culture.
13. To provide assistance in the maintenance and resilience of the wider Service, Performance and Communications Team.

### **STANDARD SERVICE REQUIREMENTS**

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

### **ORGANISATIONAL VALUES**

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient