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SOUTH WALES FIRE AND RESCUE SERVICE
JOB DESCRIPTION

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Department	Service Performance and Communications
Post	Planning, Performance and Risk Assistant
Post No	503124
Grade	6
Location	Fire and Rescue Service Headquarters, Llantrisant
Responsible to	Planning, Performance and Risk Manager

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

Reporting to the Planning, Performance and Risk Manager, the post holder will be responsible for collating and validating information from a number of sources, utilising a suite of ICT systems and processes.

The role will have responsibility for providing guidance to staff to ensure the accurate and timely input of information to our Business Management Information System, in accordance with our latest performance management and risk management frameworks. The role will support all key team functions to ensure a qualitative and timely flow of information both internal and external to the organisation.

DUTIES AND RESPONSIBILITIES

1. To design and maintain screen based performance dashboards and other pages for use in the Service's Business Management Information System.

2. To provide the organisation's helpdesk for issues encountered by staff when utilising our Business Management Information System. This will involve assisting with any ad hoc queries regarding the input of information to the system or with any queries relating to the general navigation within the system, via telephone or email.

3. Responsible for designing and maintaining guidance documents for the Business Management Information System and responsible for identifying common errors made in the input of information throughout the quality assurance process.

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4. To validate and quality assure all information input to the Business Management Information System, to ensure its accuracy and robustness.

5. To communicate with users and stakeholders across the Service to identify the location of source data that can be used within the Business Management Information system.

6. To maintain the necessary technical interfaces between source data files and the organisation's Business Management Information System, to ensure that the appropriate data can be used and visualised within the system (e.g. within performance dashboards).

7. To maintain a log of all Freedom of Information requests received by the Planning, Performance and Risk team on Sharepoint and to allocate them to an analyst within the team.

8. To monitor the Planning, Performance and Risk team's mailbox, ensuring that all queries for information received are assigned and completed within the specified deadlines.

9. To assist in the preparation and collation of team reports, papers, statements and documents on a routine and ad-hoc basis. The written outputs are provided to Welsh Government, Fire Authority Members, Internal Committees, senior management, our partners and members of the public.

10. To provide professional clerical and administrative support to the Planning, Performance and risk team to assist them in meeting the requirements of the service.

11. Responsible for providing bilingual support to internal and external consultation events including the collation and analysis of public responses.

12. To participate in corporate, inter-departmental and external working groups and meetings as directed and to liaise with other departments, public and other outside bodies and organisations.

13. To provide administrative support for the wider Service Performance and Communications department when required.

14. Any other duties commensurate with the grade and post.

STANDARD SERVICE REQUIREMENTS

1. To attend in-house and external training courses as required.

2. To undertake in addition to the above duties and responsibilities such additional duties as may result from time to time from changing circumstances, but which will not change the general character or level of responsibility accorded to the post.

3. To utilise information technology as fully as possible within the constraints of the job, which shall include co-operating fully with any scheme or pilot scheme using the same, that shall be introduced within the department or across the Service.

4. To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.

5. To ensure awareness and compliance with any directorate, department or team plans that may be implemented from time to time and ensure awareness and compliance with any systems or procedures implemented within the department.

6. 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

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