



OPERATIONAL ASSURANCE OFFICER

BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of whole time and on-call firefighters, Control, Service Delivery Support, and Corporate Services Staff. All Operational Staff work under National Operational Guidance (NatOG) as the foundation for developing operational policies, procedures and training to deal with incidents effectively and safely while improves the quality-of-service delivery and saves a lot of time and money when different services are doing broadly the same thing.

This post is within the Operational Assurance, which is part of the wider Service Delivery Support Directorate.

The department is responsible for implementing NatOG into the Service as well as providing quality assurance across training, incident command and operational response showing the service has a sound body of intelligence and good practice on which its activities are based. Key to this is the correct processing and delivery of external information from the National Fire Chief's Council, national and regional partner Services, Equality and Inclusion, Health and Safety, best practice, and internal reviews.

AF&RS is committed to working to the Fire Standards as set by the Fire Standard board in delivering highly trained and informed crews to better serve the community. This is achieved by teaching the 'All hazard and Control measure' approach allowing crews to correctly identify issues presented to them before actioning an effective form of mitigation. The Operational Assurance team is key to the informing of practice and checking understanding and application.

Working will be in close collaboration with internal and external Subject Matter Leads (SMLs) in addition to other internal stakeholders such as the station and department heads from across the Service, plus the incident command training team. The role is central to ensuring operational staff are performing at a high and safe level.

NatOG is replacing all previous guidance including manuals, Home Office publications, generic risk assessment, and Letters to Chief Fire Officers with all types now considered as legacy documents. Crews will operate on a 'Scenario' system which is compilation of tactical actions relevant to specific or similar incident types. Tactical actions themselves provide prompts for incident commanders to consider activities, hazards and control measures.

NatOG, Joint Operational Learning (JOL) and National Operational Learning (NOL) act on electronic platforms to allow for instant single point updates and amendments so require the ability to successfully navigate, edit and upload/download documents and timely reports.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.



Job Description, Core Values and Person Specification

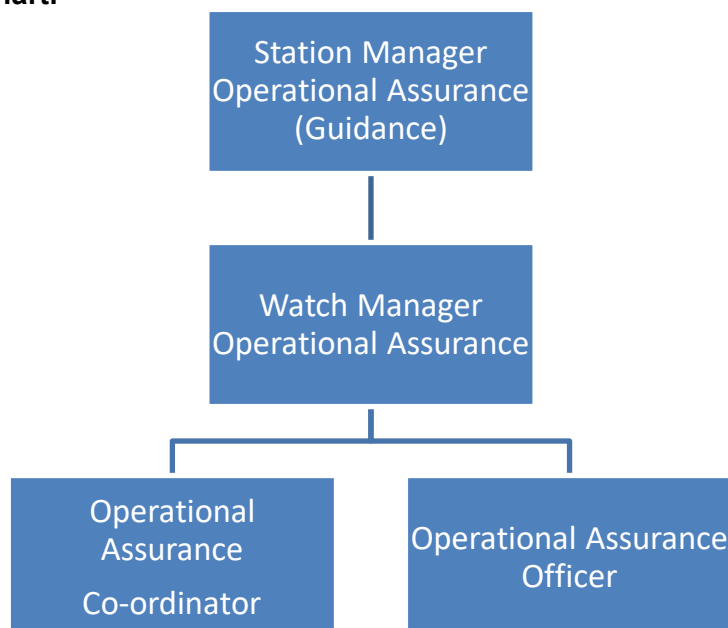
Job Title	Operational Assurance Officer
Post Number	8000
Grade	HAY 7
Duration of Post	Open-ended ('permanent')
Hours	37 per week
Directorate	Service Delivery Support
Unit or Team	Operational Assurance
Reports to (give job title)	Station Manager for Operational Assurance (Guidance)
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	14 July 2023

Purpose of Job:

Under the direction of the Station Manager Operational Assurance (Guidance), to further learning and continuous improvement across all aspects of AF&RS's Operational function. This will include looking at the methods and practices adopted, the equipment supplied and how it is used, the end user journey through our internal electronic systems, plus the embedding and furthering of knowledge and understanding.

Central to the role is to ensure Operational Staff are informed and able to respond to incidents effectively adopting the All-Hazard approach as laid down in National Guidance. The post holder will produce, manage, implement and co-ordinate guidance documentation and processes, in line with national practices.

Structure Chart:



Responsibilities and Duties:	
1.	Effectively process operational learning, wherever and in whatever form it is identified, for understanding at all operational levels throughout the organisation. Produce, manage, implement and co-ordinate guidance, documentation and processes, in line with national practices, to ensure Operational Staff are informed and able to respond to incidents effectively adopting the All-Hazard approach as laid down in National Guidance.
2.	Carry out horizon scanning for emerging threats to the Service to initiate and inspire a continual process of improvement and development within the function, to meet emerging and future Service needs. Complete Skills Gap Analysis (SGAs) and closing blanks, delivering on debriefs and the associated recommendations/suggestions, compiling reports, participating in working groups, publishing outcomes and processing all learning streams coming into the Service via the 'Single form reporting system'.
3.	Produce reports and information for managers as necessary.
4.	Support the Station Manager with projects, attending meetings and demonstrations, and assist with any presentations or training of staff.
5.	Maintain an awareness of development in National Operational Guidance as relevant to this post. This will include Fire Standards, Guidance, Data and Digital Strategy, and the People Programme.
6.	Build effective working relationships with other departments, emergency services, responding agencies and local authorities, to promote collaborative working and shared understanding of risk information.
7.	Work as part of the team to meet defined needs and objectives. In addition to own area/s of activity, maintain an awareness of other work streams within the team, to provide support where needed across the function.
8.	Deputise for the Station Manager Operational Assurance (Guidance) at meetings or other events when required.
9.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Police and Fire Headquarters, Portishead. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
4.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation

	(GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Avon Fire & Rescue Service Core Values

We expect all employees to accept and work to the National Fire Chiefs Council (NFCC) Core Code of Ethics:

- **Putting our communities first** – we put the interest of the public, the community and service users first;
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do;
- **Dignity and respect** - we treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias;
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards;
- **Equality, diversity and inclusion (EDI)** – we continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality foster good relations and celebrate difference.

Signed confirmation that this Job Description accurately reflects the requirements of the job:

Job Holder's Manager		Date	
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Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:

Job Holder		Date	
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See following page for Person Specification

Person Specification

Job Title	Operational Assurance Officer			
Post Number	8000			
Grade	HAY 7			
Qualifications, knowledge, experience, skills and personal attributes required for the job:				
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	T	I
Qualifications/Knowledge				
Level 4 Qualification - Certificate in Education & Training (E&T/CTLLS).	D	X		X
Understanding of automated analytical systems such as Power BI, or the ability to rapidly learn.	E	X		X
Police structured debriefing course.	D	X		X
Experience				
Experience of information / data analysis and report writing.	E	X		X
Experience of working within a multi-agency arena.	D	X		X
Skills				
Ability to communicate effectively at all levels with good interpersonal, resource management, report writing, presentation and influencing skills.	E	X	X	X
Well-developed problem-solving skills.	E	X		X
IT literate with the ability to use a range of software packages including databases, spreadsheets and presentation programmes.	E	X		X
Ability to plan, prioritise and organise own workload including from a number of disciplines and sources, whilst understanding departmental priorities.	E	X		X
Ability to work in collaboration with other departments to meet work areas outlined above with the aim of continuous improvement and understanding.	E	X		X
Able to build and maintain effective working relationships with other departments, department heads, and external partners.	E	X		X
Able to drive with a current driving licence, or ability to arrange suitable alternative transport to travel to various work locations.	E	X		
Personal Attributes				
Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Empathetic and astute.	E	X		X

Adaptable with a flexible approach to work to meet business needs.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X