



RESOURCE PLANNING SUPPORT 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: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post is within the Resource Planning Unit, within the Service Delivery Support Directorate, and reports to the Resource Planning Unit Manager.

The Resource Planning Unit provides a central point for crewing control, collation of records and the analysis of information relating to operational staff, training records and absence. Information is received from Fire Stations, Human Resources, and staff responsible for training and development. Using this information, management can take decisions on how to optimise attendance and maintain minimum crewing levels. The Team is also responsible for the administration of absence monitoring for all employee groups.

The Unit's primary objective is to ensure that professional training, learning and development programmes are scheduled, while ensuring all operational staff have access to the opportunity to take leave and other authorised absence in line with Service Policy, whilst ensuring minimum crewing levels are managed and maintained.

This is a new post that has been set up as part of a restructure to provide further resilience across a small and busy team and will be on a permanent post.

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 AF&RS 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.



Job Description, Core Values and Person Specification

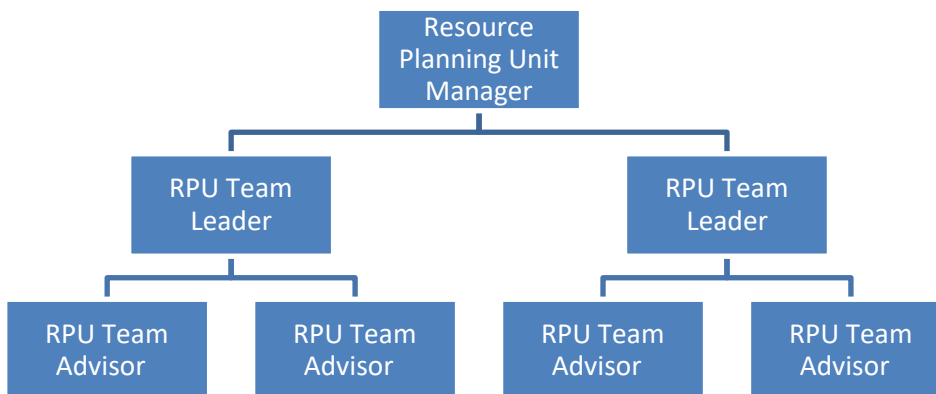
Job Title	RPU Team Advisor
Post Number	1589, 1591, 1595, 1597
Grade	HAY 9
Duration of Post	2 Year fixed term (31 st August 2028)
Hours	37hrs per week
Directorate	Service Delivery Support
Unit or Team	Resource Planning Unit
Reports to (give job title)	Resource Planning Unit Manager
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	Checked 26.7.24

Purpose of Job:

Help ensure AF&RS has sufficient operational personnel on duty to perform its statutory responsibilities, by recording and analysing information and dealing with queries on the deployment, absences and availability of operational staff, and ensuring AF&RS policies on crewing levels are applied.

Provide a wide range of administrative support to the customers of the Resource Planning Team to ensure training events are planned, coordinated and scheduled efficiently and effectively, whilst meeting internal and external customer requirements.

Structure Chart:



Responsibilities and Duties:

1. Help prioritise day to day work and deal with enquiries promptly and efficiently. Maintain effective liaison with team colleagues to help co-ordinate action and advice on maintaining staffing levels and monitoring absences and training events, to minimise delays and avoid duplication of effort or errors.
2. Accurately maintain and update FireWatch with information relating to all Service personnel, including information on sickness, other absences and training events. The accuracy of the

	information recorded is vital as this will be provided to managers to assist their decision making.
3.	Coordinate and programme training events, incorporating key elements of the training cycle. Ensure that all scheduled courses are fully subscribed as far as possible, taking into account operational requirements and staff availability on all watches, to ensure AF&RS receives best value for money. Update FireWatch and the individual's records.
4.	Ensure maximum allocation for Severn Park courses, including the provision of accurate information to enable bids for training events. Ensure information is accurately updated and disseminated, including the processing of cancellations, allocations/amendments and issuing of certificates.
5.	Ensure training and development requirements are received from Managers. Coordinate responses and assist in the preparation of the Annual Training Plan. Liaise with appropriate line-managers and other AF&RS Units as necessary to identify or clarify staff training needs.
6.	Using knowledge about the crewing levels schedule and organise bespoke training events during the training year, making recommendations on the most appropriate dates to fit in with the organisations operational needs.
7.	Update and maintain records using returns from Stations (Mob14's) to monitor and maintain minimum crewing levels across the Service's Wholetime stations. Arrange 'detached duties', within the required guidelines, if staffing levels are below the minimum and inform the relevant Stations.
8.	Collate, monitor and approve the allocation of public holidays, as required, in accordance with Service Policy and inform operational management and the relevant employee. All changes should be updated to enable accurate information on crewing levels is maintained. Disseminate the information to the relevant managers to ensure up-to-date information on public holiday entitlements.
9.	Accurately interpret absence information/applications, in accordance with Service policy, for all employees, including operational staff, flexi duty officers and support staff. Make corresponding decisions relating to annual leave, sickness, training and other absences, to ensure that the Service has sufficient personnel on duty to perform its statutory responsibilities.
10.	Maintain and monitor attendance management information, including updating information on sickness and RTWI's. Produce reports relating to sickness information (including outstanding sickness certificates) for Units and managers to assist with planning and performance issues. Ensure all 'Return to Work Interviews' are submitted, in accordance with the Service's Attendance Management Policy, using initiative to ensure deadlines are met.
11.	Co-ordinate and maintain data relating to the attendance or absences of On-Call personnel and produce reports regarding their performance for Operational Management. Authorise and arrange payment for any attendances at Drill Nights, within set deadlines.
12.	Produce reports on information relating to crewing levels, attendances and sickness or other absences, as required for the Service Management Board (SMB), CFA and outside bodies, including CLG and the public. Respond to any general queries arising as necessary
13.	Produce and issue clear, relevant and accurate information in an appropriate format for Operational Managers on a range of different areas, particularly training and crewing information, utilising FireWatch (and other relevant systems). Analyse data requirements and develop reports, charts and graphs in response to new issues or problems to support decision making by senior staff.
14.	Assist with providing information/guidance to employees on Operational policies, including guidance on their Conditions of Service and the Operational Training Policy.
15.	Deal with and respond to messages and queries from Stations and elsewhere within the Service, either over the telephone, by e-mail, or face to face, providing general information and clarification, referring more complex queries or relaying messages to other members of the Team as necessary.
16.	Undertake a range of project work which may include research, liaising with training providers and our internal stakeholders, collating information on absences, and interpreting, analysing

	and presenting statistical information and summaries, as required. When necessary book related travel arrangements and raise purchase orders.
17.	Contribute to the continuous development of administrative and electronic procedures and processes within the Unit, maximising the use of technological solutions wherever appropriate, to increase efficiency and effectiveness.
18.	Develop and maintain an understanding of the work of colleagues within the Team, in order to provide cover for absent colleagues and peaks in workload, and work collaboratively to ensure continuity of service and to meet customer needs within set deadlines, ensuring that risk critical areas of work are completed.
19.	Provide all-round administrative support to enable the Resource Planning Unit to operate efficiently and effectively. When required, provide administrative support to other Units within the Directorate to ensure customer needs and deadlines are met.
20.	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 near Bristol. 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.	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.
4.	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.
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 AF&RS 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.

Avon Fire & Rescue Service Core Values

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

In addition to our Core Values, all employees should 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	Resource Planning Support Officer			
Post Number	1589, 1591, 1595, 1597			
Grade	HAY 9			
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 2 qualification in numeracy and literacy, or able to demonstrate equivalent level of skill.	E	X		X
Level 3 qualification in Business Administration.	D	X		X
Experience				
Relevant administrative experience.	E	X		X
Experience of maintaining computerised databases and systems.	E	X		X
Experience of compiling, manipulating, interpreting and presenting basic statistical information in different formats, particularly spreadsheets.	E	X	X	X
Previous experience of working in the Fire & Rescue Service.	D	X		X
Skills				
Computer literate including Microsoft Office Suite.	E	X	X	X
Able to communicate effectively orally and in writing with a range of manger, staff and external contacts.	E	X		X
Possess an efficient, methodical approach to work with minimal supervision. Able to prioritise and work effectively and accurately to deal with competing demands and meet deadlines.	E	X		X
Able to use initiative in interpreting and applying a wide range of rules and policies affecting crewing levels and employee absences.	E	X		X
Excellent organizational skills and able to implement and maintain new administrative systems and procedures.	E	X		X
Able to accurately and efficiently input and collate data/information, undertake basic research, and prepare letters/reports.	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 – these are generic and apply to most posts				

Willingness to accept and work to our Core Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X
Able to work effectively and positively, both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach. Committed to customer care and satisfaction, ensuring deadlines and quality standards are met.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X