INCLUSION OUTREACH 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 Inclusion Team, within the People Services Directorate, and reports to the Inclusion Specialist.

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.

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	Inclusion Outreach Officer
Post Number	3419
Grade	HAY 9
Duration of Post	Permanent
Hours	37 hours per week
Directorate	People Services
Unit or Team	Inclusion Team
Reports to (give job title)	Inclusion Specialist
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	21.09.26

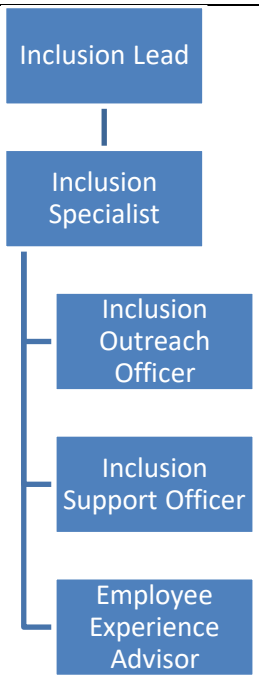
Purpose of Job:

Role Purpose

The Inclusion Outreach Officer is central to helping the Service build stronger relationships, deepen understanding of our communities and ensure inclusion activity is informed by lived experience. The role will focus on community outreach, engagement, insight and partnership working, helping to align activity with the Community Risk Management Plan, People and Culture Plan and wider inclusion priorities.

The role will help translate inclusion priorities into visible, meaningful and well-coordinated community activity. It will support colleagues, partners and communities by building relationships, improving communication, gathering insight and promoting opportunities that make inclusion part of everyday service delivery.

Structure Chart/Table:



Responsibilities and Duties:	
Understanding our communities and strengthening engagement	
1.	Ensure community engagement activity is aligned to the Community Risk Management Plan and/or People, Culture and Leadership Strategy.
2.	Build and maintain positive relationships with key community partners and stakeholders.
3.	Work with key stakeholders to support community outreach and improve understanding of community needs.
4.	Represent the Inclusion Team at key community events and awareness campaigns.
5.	Support consultation and engagement exercises.
6.	Listen to communities and create opportunities for real lived experience to inform Service decision-making.
7.	Identify barriers affecting under-represented communities and support the development of inclusive responses.
Planning, insight and communication	
8.	Build and maintain a Service-wide community contact list.
9.	Develop a standardised framework or template to support engagement plans with community groups, particularly groups the Service has not worked with previously.
10.	Maintain the Inclusion community intranet page and external community page, showcasing wider community work.
11.	Ensure outreach activities are communicated externally through social media.
12.	Communicate community work internally so that colleagues are aware of activity, learning and opportunities.
13.	Use research skills and Service-wide data to support planning, insight and internal decision-making.
14.	Prepare quarterly summary reports for the Inclusion Specialist to support culture updates, CRMP/PCL reporting and wider planning.
Enabling outreach delivery	
15.	Manage and maintain the outreach inbox within agreed response times.
16.	Promote inclusive practices and opportunities across the Service and in the community.
17.	Support the Recruitment Team with outreach initiatives, including positive action work.

18.	Promote AF&RS as an employer of choice, including signposting to Disability Confident accreditation and related commitments.
19.	Contribute to the collaborative creation and promotion of the Service's diversity and inclusion calendar, supporting activities linked to key awareness and cultural events throughout the year.
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: • 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 & Fire HQ in 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.	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.
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 – NFCC Core Code of Ethics:	
We are in the process of embedding the principles of the Core Code of Ethics, on joining the service you will be involved in co-creating what these principles mean to us.	

Putting our communities first Integrity Dignity and Respect Leadership Equality, diversity, and inclusion (EDI)

Signed confirmation that this Job Description accurately reflects the requirements of the job:			
Job Holder's Manager		**Date**	
Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of NFCC Code of Ethics:			
Job Holder		**Date**	

See following page for Person Specification…

Person Specification				
Job Title	**Inclusion Outreach Officer**			
Post Number	**3419**			
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:				
Awareness of equality, diversity and inclusion, including a willingness to continue developing knowledge and confidence in this area.	E	X		X
Understanding of the Equality Act 2010, the Public Sector Equality Duty and relevant equality, diversity and inclusion responsibilities, or willingness to develop this knowledge.	E	X		X
Understanding of the importance of inclusive community engagement and accessible communication.	E	X		X
Awareness of barriers that may affect different communities, including access, communication, trust and representation.	D	X		X
Understanding of the value of lived experience, community voice and feedback in shaping inclusive services.	E	X		X
Awareness of inclusive communication principles, including the need to make information clear, respectful and accessible.	E	X		X
Willingness to complete relevant inclusion, outreach or engagement training as required.	E	X		X
Hold a full, valid driving licence, as driving is an essential requirement of the role due to the nature of the duties and the need to travel to various locations as part of the job.	E	X		
Experience:				
Experience of working with local people, communities, colleagues or partner organisations, either in a paid, voluntary, educational or lived experience capacity.	D	X		X
Experience of supporting events, meetings, engagement activity or awareness campaigns is desirable but not essential.	D	X		X
Experience of using digital systems, email, documents or spreadsheets to organise information.	E	X		X
Willingness to build confidence in engaging with different communities and stakeholders.	E	X		X
Skills:				
Good communication skills, with the ability to listen, ask questions and share information clearly.	E	X		X
Ability to build positive relationships with colleagues, community groups and partner organisations.	E	X		X

Good organisational skills, able to work proactively and independently with good attention to detail.	E	X		X
Basic digital literacy and IT skills, including confidence using Microsoft 365, Outlook, Teams and SharePoint Intranet pages.	E	X		X
Ability to handle information sensitively and respectfully.	E	X		X
Curiosity, empathy and a commitment to learning about inclusion and community needs.	E	X		X
Personal Attributes:				
Willingness to accept and work to the NFCC Core Code of Ethics 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 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