

**Operational Intelligence Team**

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| **Job Title:** | Operational Risk Team Technician  | **Date:** | 17.12.2020 |
| **Reporting Line:** | Operational Risk Team Manager  | **Salary:** | Grade E £23,541 - £27,041 |
| **Team:** | Operational Intelligence Department  | **Business Area:** | Protection  |

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| JOB PURPOSE |
| To carry out building inspections to create 7. (2)(d) records and provide advice, guidance and support to operational crews where required. To act as a point of contact and support for operational personnel and other colleagues in relation to operational intelligence matters relating to premises and systems. To assist with the delivery training and updating and monitoring of operational intelligence. To work in partnership with other departments and station-based personnel. To oversee the activities of Operational Risk Technicians and crews in the production of Operational intelligence within Greater Manchester. To engage with external partners to provide advice and support intelligence gathering.  |

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| **KEY RELATIONSHIPS** |
| * Operational Intelligence Manager
* Operational Risk Team Colleagues
* Internal Departments
* Service Delivery Colleagues
* Private Sector Representatives
* Local Authority Representatives
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| **KEY RESPONSIBILITIES**  |
| * Support the Operational Intelligence Policy and Procedures of GMFRS.
* Work closely within the Operational Risk Team to support and deliver the Operational Intelligence strategy within Greater Manchester.
* Manage and plan workloads relating to operational intelligence with team and station-based personnel.
* Deliver training to colleagues specific to operational intelligence.
* Undertake operational intelligence gathering and completion of records.
* Work closely with the Operational Intelligence Team to support and deliver the Operational Intelligence strategy within Greater Manchester in accordance with,
* The Fire and Rescue Service Act 2004 Part 7. (2)(d)
* The Fire and Rescue Service Act 2004 Part 8. (2)(d)
* The Fire and Rescue Service Act 2004 Part 9. (3)(d)
* Fire and Rescue Service Operational Guidance - Operational Risk Information

Main responsibilities * Undertake operational intelligence inspections independently and with colleagues.
* Determine appropriate action to address the gathering of operational intelligence in accordance with national guidance, organisational policies and procedures and exercising professional judgement.
* Attend meetings with responsible persons, their consultants and partner agencies to gather and share intelligence.
* Work closely within the Operational Risk Team to ensure their positive impact.

General* Support operational response with specific knowledge, skills and equipment to plan for and resolve operational incidents.
* Support Protection Department colleagues where necessary to carry out department tasks.
* Take a flexible approach to working in all areas of Greater Manchester.
* Inspect premises and create or review 7. (2)(d) records to ensure documents have been completed to a satisfactory standard.
* Work closely within the Operational Risk Team to ensure all agreed statutory requirements are met and any concerns are addressed immediately.
* Take responsibility for maintaining health to meet demands of the role.

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience** * Literacy and numeracy
* Ability to understand maps and plans.
* Experience of working in a technical role applying procedures to a high standard.
* Computer skills sufficient to communicate, receive and record factual and numerical information.
* Ability to plan, prioritise and manage their workload.
* Excellent team working skills.
* Ability to work independently and unsupervised.
* Understanding of the built environment including building design and elements of construction, facilities and fixed installations used by fire fighters at incidents, hazard and risk principles.

**Skills & Behaviors** * Manual dexterity in the use of electronic devices and equipment.
* Working flexibly with minimal supervision as a lone worker or as a member a team.
* Excellent organisational skills in order to plan and prioritise workloads, meet deadlines and follow set procedures.
* Ability to learn, and apply safe working practices and procedures
* Ability to navigate using maps and electronic devices.
* Verbal and written skills, sufficient to communicate, receive and record clearly factual and numerical information.
* Excellent communication skills and customer focus when dealing with members of the public and others.
* Excellent attention to detail.
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the General Data Protection Regulation (GDPR).

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the General Data Protection Regulation (GDPR).

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.