



THE ROLE

Operations Department Support Officer

Department:	Operations Department
Role Code:	XXXXXXXX
Grade/Role:	Grade 5
Responsible to:	Operations Department Support Manager
Responsible for:	No line management responsibility

Date Issued or Revised: **September 2022**

Job Purpose:

To protect and save life, property, and the environment by supporting the effective delivery of the operations department priorities & objectives. This includes supporting the operations department support manager and operational officers maintain effective delivery of ECFRS, National Resilience and Special Operations capabilities.

Main Duties and Responsibilities:

1. General support & delivery for operations department enquiries that come via the mailbox, Teams, phone, or any other appropriate method of contact.
2. Effective delivery of departmental responsibilities, priorities and objectives, some examples of which may include flexi officer availability management & operational risk management duties.
3. Development of self and others to improve personal and team performance and deliver successful outcomes against plans and objectives.
4. Ensure efficient and effective use of resources to support activities and to achieve departmental and ECFRS objectives, including business continuity.
5. Maintain and coordinate documents & policies relating to the priorities and requirements of the department. Coordinate and save documentation according to the saving conventions of the department to ensure information can be found easily and quickly.

Role Profile

6. Collaboratively work with other Departments, FRS's, Agencies, and Trade Unions to ensure effective delivery of departmental priorities and objectives.
7. Ensure efficient and effective use of resources to support the delivery of ECFRS UKISAR and National Resilience capabilities where required.
8. Ensure efficient and effective use of resources to assist with the delivery of National Operational Guidance through administrative support.
9. Interpret, interrogate, analyse data, and produce reports to enable and support effective decision making for delivery of departmental objectives.
10. Be able to support in a flexible working arrangement, where required, to ensure effective delivery of the departmental & service business continuity plans and assumptions.
11. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
12. Any other duties commensurate with the responsibilities and grading of the post.