THE ROLE

Data and Systems Officer (Fire Risk Management Information System)

Department:	**ICT**
Role Code:	**ICT38**
Grade/Role:	**8**
Responsible to:	**ICT Relationship Manager**
Responsible for:	**No line management responsibility**
Date Revised:	**June 2024**

Job Purpose:

To protect and save life, property and the environment by managing and leading the improvement of a Fire Risk Management Information System to ensure an efficient and reliable system is available to support service delivery and performance.

Main Duties and Responsibilities:

Manage and Maintain

1. Manage access and configuration, monitoring and maintaining the system to ensure that statutory time limits and data standards are being achieved.

2. Leading the overall auditing of the system and data to ensure it remains accurate and effective. This will include checking workflow progress, monitoring outstanding work and initiating revisions to existing policy and procedure.

3. Ensure all data within the system is maintained to a high quality, with changes and updates to the data are managed continuously, ensuring quality assurance processes are implemented and followed.

4. Be the Address Gazetteer expert for the Service, responsible for requesting and facilitating updates to Local Authorities and Geoplace. Manage the addressing data which enters the system from various sources. As primary point of contact, provide timely responses to system users who raise discrepancies and general queries with addressing data.

5. Provide professional advice and expertise on the system, including the provision of reports as requested by business areas, Freedom of Information requests and requests for information from collaborative partners.

6. Lead reporting from the system, enabling self-service reporting, and supporting evaluation and measurement of performance across fire standards, legislation, HMICFRS and Home Office.

Technical

1. Create and commission, as appropriate, technical documentation for new projects involving the system. Co-ordinate and manage the delivery of work streams, alongside the ICT Business Partner, ensuring that all records are kept up to date, on track for completion and delivered within agreed timeframes.

2. Build and maintain good relationships with software provider, monitor performance, conduct acceptance testing as required, lead the implementation of new releases and ensure that any revisions made meet the needs of the Service.

3. Investigate reported anomalies or queries relating to the systems. Working alongside the ICT Technical Services team, to ensure any technical difficulties in the system are managed effectively and escalated to the supplier when appropriate.

Engagement

1. Work autonomously with senior users and service managers, alongside ICT Business Partners, to improve ways of working and deliver optimal outcomes with the system. Provide or facilitate professional advice, technical business analysis and assistance in the delivery of development activities.

2. Build and strengthen user engagement and adoption of the system, alongside the ICT Relationship Team, creating super users within each business area and a platform in which to share feedback to aid continuous improvement.

3. Facilitate training to super users, ensuring a standardised approach to learning for onboarding new team members.

4. Work alongside and collaborate with other Data and System officers e.g. GIS, mobilising system and incident reporting, to provide cross-system experience.

5. Build and maintain relationships and represent ECFRS with ICT specialists across local partners and nationwide Fire & Rescue Services, collaborating on best practice, and sharing or seeking guidance and experience, to enable mutually beneficial outcomes.

6. Represent ECFRS at software user group meetings and coordinate development of the system at national level as required. Participate in working groups and other related meetings. Attend Regional and National meetings in order to gain and share best practice.

Performance self & others

1. Manage and develop self and others to improve personal and team performance and deliver objectives.

2. 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.

3. Any other duties commensurate with the responsibilities and grading of the post.