**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Assurance Support Officer |
| **Job Reference** | 20028 |
| **Grade and Salary** | Grade 3 -£24,404 per annum (pro rata if part time)This role includes performance related pay progression  |
| **Service and Team** | Suffolk Fire and Rescue – Organisational Risk & Improvement Performance & Improvement Team |
| **Location** | Endeavour House, Russell Road, Ipswich, IP1 2BX |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working compressed hours (e.g. a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

As an Assurance Support Officer within our Performance & Improvement Team, you'll play a crucial role in maintaining the accuracy and integrity of our data. Your primary purpose will be to ensure the quality of our incident reporting system through thorough quality assurance checks. You'll also be instrumental in supporting the continuous development of internal data management dashboards and facilitating the capture of vital information for external reporting to key bodies such as HMICFRS, the Home Office, and the NFCC. This role involves close collaboration with a wide range of internal and external stakeholders.

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| **About the team**  |

The Performance & Improvement (P&I) team is a small, friendly group focused on providing essential performance support to SFRS staff. We ensure the services activities are effectively reported, offering crucial assurance to senior leadership, our fire service steering group, and the wider county council.

We work closely with various departments to drive continuous improvement, producing insightful reports and dashboards that support local, regional, and national workstreams. This Assurance Support Officer role is integral to our team, directly contributing to our goals of enhancing operational and organisational assurance for our service.

We're big believers in a healthy work-life balance, so our team offers flexible working options, including hybrid working where possible. We ask for a minimum of three days in the office environment each week.

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| **What you will be expected to deliver in the role** |

As an Assurance Support Officer, you'll be instrumental in maintaining data integrity and supporting our continuous improvement efforts. Here's what we expect from you:

1. **Quality Assurance & IRS Expertise:**
	* Perform quality assurance checks on the Incident Reporting System (IRS) to ensure data accuracy, completeness, and adherence to established standards.
	* Act as a Subject Matter Expert for the IRS, providing comprehensive training and ongoing support to IRS Champions and new Crew Managers.
	* Provide IRS training and support to staff, password reset and other IRS administration based tasks when required.
2. **Data Collation & External Reporting:**
	* Collate and publish IRS returns for the Home Office, ensuring timely and accurate submission of all required data.
	* Gather and process data returns for HMICFRS (His Majesty's Inspectorate of Constabulary and Fire & Rescue Services) and the NFCC (National Fire Chiefs Council).
	* Undertake basic data input as required to support reporting and system maintenance.
3. **Performance Data reporting:**
	* Assist in the design, building, and maintenance of performance data dashboards to support internal management of performance and feed into external data captures through HMICFRS and NFCC.
	* Collate data to inform service improvement and compliance against different standards.
4. **Team Support & Partnership Development:**
	* Provide essential support to the Performance & Improvement Team, assisting with the development and monitoring of Key Performance Indicators (KPIs), preparing information briefings, and collating critical statistics.
	* Support the management of internal systems to track performance and provide data reports.
	* Foster strong relationships with key internal stakeholders and external agencies to ensure seamless data flow and reporting.
	* Develop effective working partnerships that enhance the delivery of the P&I function.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Experience of working with IT administrative systems (such as Incident reporting system, Sharepoint, MS 365 planner.
2. Experience of working within an assurance, audit or performance function.

**Specialist knowledge skills and experience**

1. Effective communication skills both written and verbal, to convey information across a wide audience at all levels.
2. IT proficient in everyday use of Microsoft applications and experience of using a SharePoint system
3. Proficient in the use of PowerBi
4. Ability to work alongside a variety of stakeholders whilst maintaining good working relationships.
5. Ability to collate stats, information into reports
6. Ability to work flexibly and adapt to changes in priorities. Can prioritise workloads and demonstrate good time management and organsiation.
7. Desirable knowledge of Incident reporting Systems
8. Desirable knowledge of understanding operational firefighter procedures and experience of Incident reporting systems used by Suffolk fire and Rescue

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

This organisation positively encourages the use of technology to communicate and engage, but in this role you will need to operate across a wide and rural area, so you must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.