ATAL AMDDIFFYN YMATEB
PREVENTING PROTECTING RESPONDING

Gwasanaeth Tân ac Achub Gogledd Cymru
North Wales Fire and Rescue Service

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Fire and Rescue Service

JOB DESCRIPTION

POST TITLE	Corporate Planning Officer	**POST REF**	A128
DEPARTMENT	Corporate Planning	**DATE**	September 2020
REPORTS TO	Corporate Planning Manager	**SALARY GRADE**	NWFRS 6
LOCATION	Joint Communications Centre	**HOURS PER WEEK**	37

OVERALL JOB PURPOSE

Support the Corporate Planning Manager to deliver the Service's corporate planning framework with the preparation and development of corporate plans and self-assessment, provision of performance monitoring, including comparative analysis with other Fire and Rescue Services/public bodies.

Contribute to the process of quality assurance of data and performance information to ensure accuracy and integrity of data.

Present complex information and provide performance reports to support the strategic management of the Service, including reports to North Wales Fire and Rescue Authority and the Senior Management Team.

Enhance and extend the range of management/performance information that is available to support strategic and service needs, specifically in relation to the analysis of trends, and the provision of statistical and other information relating to the Authority's plans.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
1.	Contribute to the development of service strategies, public consultation and public reporting of service performance.
2.	Contribute to the review and development of improvement planning and corporate performance management and assist with the production of corporate plans and self-assessment.
3.	Undertake comparative analysis to help develop performance planning and improve performance monitoring.
4.	Ensure service plans, strategies, performance indicators and actions are maintained in accordance with relevant legislation and liaise with Managers to ensure such plans, strategies and indicators are reviewed and updated in a timely manner.

PRINCIPAL DUTIES AND RESPONSIBILITIES	
5.	Provide timely, accurate and well-presented written reports that include performance data and identify patterns, relationships, influences and trends to inform strategic planning.
6.	Provide information in response to internal and external requests such as Freedom of Information requests, ensuring compliance with information security legislation and protocols.
7.	Provide regular performance monitoring and improvement reports on a timely basis, ensuring that complex information is presented in a format appropriate to the end user and that reports are reviewed on a regular basis. Ensure that issues raised through monitoring reports are communicated to Managers and are noted for inclusion within the annual performance assessment.
8.	Support staff within the corporate planning department to use electronic software to assist in data presentation, including documents, graphs, web pages and maps.
9.	Liaise with the Fire RMS System Administrator to undertake and develop integrated reporting capability between information systems (command and control and fire records management) in order to enhance and improve the information that is supplied internally and externally to monitor and manage performance.
10.	Attend internal meetings to provide advice on relevant performance information, metrics and qualitative data to inform the planning and delivery of fire prevention activities and contribute to the evaluation of targeted campaigns.
11.	Provide assistance to help support collaborative work/projects through the provision of advice and guidance relating to quantitative and qualitative statistical analysis, and the provision of quality assurance and project evaluation/interpretation of outcomes.
12.	Participate in project work across the Service, including but not limited to, performance management and improvement.
13.	Assist the Corporate Planning Manager to use process improvement techniques and tools to identify and analyse core business processes and workflows as part of the continuous improvement of Service efficiency and effectiveness.
14.	Assist the Corporate Planning Manager with the preparation of public consultation documents and utilise e-solutions to deploy to the public. Assist with the analysis and interpretation of responses received from consultation activities.
15.	Assist the Corporate Planning Manager in co-ordinating and facilitating audit, inspection and assessment processes. Where relevant this will include designing new processes and participating in self and peer assessments.
16.	Contribute to improvement planning through collaboration, maintaining productive and constructive relationships with other services, agencies and partner organisations, and by contributing to shared initiatives and programmes.
17.	Contribute, where required, to the development of appropriate policies and procedures associated with performance monitoring, data collection, processing and retention.
18.	Provide resilience to the Fire Record Management System (RMS) Administrator to maintain the Fire RMS system, with regards to access levels of users across the Service, and routine dissemination of performance information, facilitating business continuity for Fire RMS users/ the fire safety function.
19.	Provide resilience to the Data Protection Officer, with regards to the processing of Freedom of Information requests made to the Service, ensuring the Service continues to meet legislative requirements.

SUPERVISORY RESPONSIBILITY
None

FINANCIAL RESPONSIBILITY
None

CONTACTS OUTSIDE OWN SECTION
• Other departments of NWFRS • Local authorities • Other fire and rescue services/authorities • Other emergency services • Welsh Government • Home Office

LANGUAGE REQUIREMENTS
Welsh – Speaking and Listening Level 2 ***Level 2 – Requires that you can*** *Understand the gist of conversations in work. Respond to simple job-related requests and requests for factual information. Ask simple questions and understand simple responses. Express opinions in a limited way as long as the topic is familiar. Understand instructions when simple language is used.*

EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS
NWP Security Check, Basic Disclosure.

MANDATORY TRAINING
Manual handling, Welsh language awareness, Crystal Reports training.

OTHER
The ability to undertake agile working, which includes flexible and remote working from home or an alternative Service location, is available for this role.

PERSON SPECIFICATION

Assessment for recruitment requirements and competencies

POST TITLE	Corporate Planning Officer, Corporate Planning

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE	**ESSENTIAL** The qualities without which a post holder could not be appointed
	• Educated to graduate level or professional qualification in a related discipline, or extended experience which is relevant to the job. • An understanding of organisational performance measurements. • Knowledge of a broad range of statistical/performance information management techniques and how they may be effectively used to improve organisational performance and service delivery. • Understanding of management information requirements and how processes, systems and technology can be applied to drive efficiency and effectiveness. • Experience of supporting the development and delivery of quality and service reviews and the ability to demonstrate tangible improvements as a result. • Knowledge and awareness of a variety of different research methods.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	• Knowledge and awareness of consultation methodologies. • Knowledge and awareness of information security legislation in order to ensure compliance, for example the Freedom of Information Act 2000, the Environmental Information Regulations 2004, *General Data Protection Regulation (GDPR)*

SKILLS	**ESSENTIAL** The qualities without which a post holder could not be appointed
	• Comprehensive skills in the use of information technology including Microsoft Excel and Word. • The ability to undertake research, investigation, accurate analysis and balanced interpretation of a wide range of information sources, to inform decision making. • The ability to manage time, set priorities, plan and organise own work to meet deadlines. • The ability to undertake agile working, which includes flexible and remote working from home or an office location, is a requirement of this role.

	• Excellent verbal and communication skills including presentation skills to a standard required to work effectively with Service personnel. • A current valid UK driving licence and the ability and willingness to travel both inside and outside the Service area as and when required. • Excellent presentation skills with the ability to present information to a range of audiences including senior management. • Ability to generate and implement innovative solutions in order to problem-solve. • The ability to evaluate and interpret research results effectively. • Ability to assimilate large volumes of data for conversion to useable information, identifying trends as well as discrepancies. • A proactive and self-motivated approach and an ability to work on own initiative. • The ability to liaise and engage with a diverse range of service users and partners, promoting and sustaining good working relationships.
	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria
	• Understanding of relational databases, database schemas and data extraction techniques. • Skills in the use of specialist software applications including Microsoft SQL Server Management Studio and geo-mapping software. • The ability to interpret consultation results effectively.