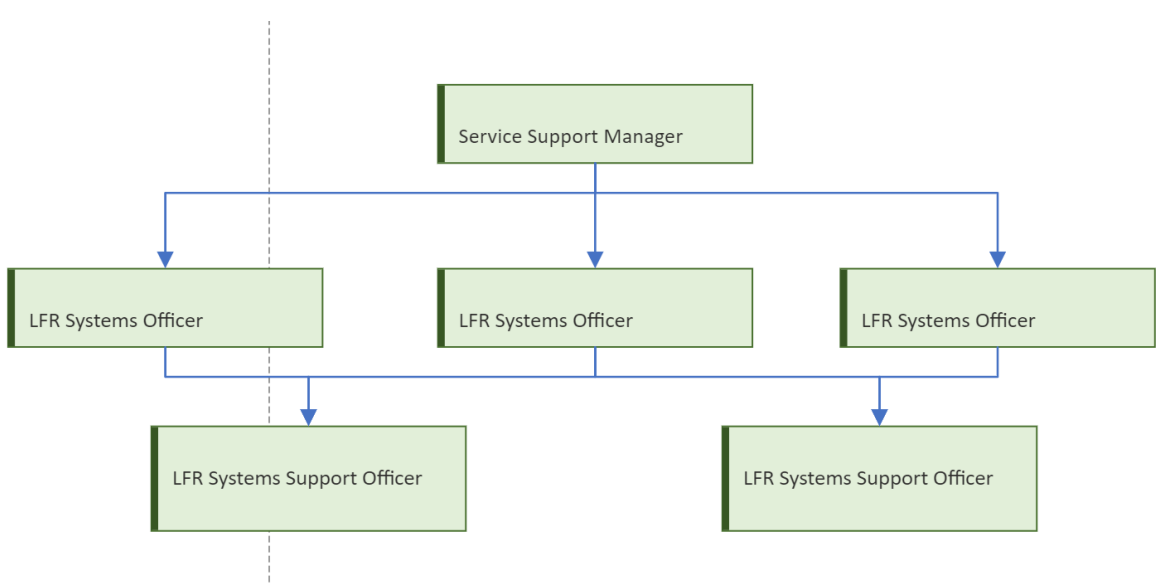


JOB DESCRIPTION & PERSON SPECIFICATION	
Director Area: Fire & Rescue	Job Ref Number: 02167
Service Area: Service Support	Grade: 6
Job Title: LFR SYSTEMS SUPPORT OFFICER	
PURPOSE OF JOB: Contribute to the delivery of services for area of responsibility. Assist, as appropriate, with: • Providing an integrated approach to Service Support management, quality standards and service delivery. • Liaise with internal and external partners to ensure an effective IT infrastructure for mobilising resources and management functions are maintained. • Leading, advising and guiding partners teams and/or work within own area of responsibility. • Support development of and embedding new ways of thinking and working • Developing and maintaining strong, positive working relationships with commissioners, their teams/partners and across service areas as appropriate • Continuously evaluate processes looking for improvement and innovation within area of responsibility • Continuously look for synergies and efficiency savings across area within area of responsibility. • Support the maintenance and development of industry specific systems and technology	
TEAM STRUCTURE:  <pre> graph TD SSM[Service Support Manager] --> LSO1[LFR Systems Officer] SSM --> LSO2[LFR Systems Officer] SSM --> LSO3[LFR Systems Officer] LSO1 --> LSSO1[LFR Systems Support Officer] LSO2 --> LSSO2[LFR Systems Support Officer] LSO3 --> LSSO2 </pre>	
MAIN DUTIES: The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:	
1	To co-ordinate the maintenance of and support the development of: • IT and telephony solutions and hardware • Mobilising solutions and hardware software • Management Information Systems and software • Administrative software

	• LCC and third party support • Information governance requirements • Act as deputy for LFR Systems Officer • Budgetary responsibility while deputising
2	Providing day to day leadership as appropriate to deliver the agreed priorities, working collaboratively with partners as required.
3	Coach/mentor teams/colleagues as appropriate to embed new innovative ways of thinking and working.
4	Maximising the impact of resources and value for money to achieve improved outcomes for LFR and the council.
5	Ensure effective performance management to deliver outcomes in line with service delivery contracts.
6	Provide expert advice and guidance as appropriate for own area of expertise.
7	Deliver a personal portfolio of projects and/or specific work.
8	Demonstration of the Council's Core Abilities (at the relevant level) ○ Personal Leadership ○ Being Future Focused ○ Political and Commercial Astuteness ○ Supporting a High Performing and Flexible Workforce ○ Drive for Results
9	Develop and maintain relationships with service users, stakeholders, partners and potential providers.
10	Contribute to work with commissioners/partners to ensure a robust approach to ensuring the maintenance and support of; • IT and telephony hardware • Mobilising Systems and Hardware • Management Information Systems and software • Administrative software • LCC and third party support • Industry specific systems and technology
11	Contribute to the Council's statutory obligations and where appropriate any national and local performance indicators.
12	Ensure the way in which resources within the area of responsibility are managed reflects the agreed culture and style and standing orders of LFR and the Council.
13	Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.
14	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
15	Contribute to the development of individuals across LFR and the Council coaching, mentoring and motivating staff to achieve performance excellence.
16	As an employee, create a positive image of LFR and the Council.
17	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
18	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
19	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Excellent communication skills	A/I	E	
Excellent influencing and negotiation skills	A/I	E	
Significant experience in records management	A	E	
Significant experience in information governance & security	A		D
Significant experience in quality assurance	A		
Experience in budget management	A		D
Competent in the use of Microsoft 365 packages	A	E	
Knowledge of the use and administration of Fire Service specific software solutions (Rappel, FireWatch, FloSuite)	A		D
General understanding of IT systems and system infrastructure	A	E	
Comfortable working with ambiguity and uncertainty	A/I	E	
In depth understanding of project management	A		D
Well-developed written skills	A	E	
Ability to work under own initiative and to tight deadlines	A/I	E	
Understanding of the Fire & Rescue Service operational environment	A/I		D
Competent in the use and administration of mobile/digital phone technology and use	A	E	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Details:

Job Title	LFR Systems Support Officer
Identifier	02167
Director Area	Fire & Rescue
Service Area	Planning, Prevention and Protection
Score	422
Grade	Grade 6

Factor Levels:

Supervision/Management Of People	1
Dispersal Awarded	No
Creativity & Innovation	4
Contacts & Relationships	4
Decisions - Discretion	2
Decisions - Consequences	2
Resources	2
Work Demands	3
Physical Demands	1
Working Conditions	1
Work Context	1
Knowledge & Skill	4