JOB PROFILE (NON UNIFORM)

Job Title:	**Head of Business Information and Systems**		
Post Reference		**Permanent/ Temporary**	Permanent
Grade/Role:	Grade: 10		
Reports to:	Director of Support Services		
Directorate/ department:	Support Services		
Location:	Service Headquarters		
Approved by:	Nikki Richards		
Profile Effective from:		**Last reviewed:**	July 2019
Postholder name	Tony Vincent	**Signature**	

Main Purpose of the Job:

To lead on the development and delivery of business information systems and processes within Royal Berkshire Fire and Rescue Service in accordance with the relevant statutory frameworks, RBFRS's policies, procedures and priorities, under the overall direction of the Director of Support Services.

To provide advice and guidance on the appropriate use of current and emerging business information systems to support business process change in the provision of effective and efficient services.

To ensure that appropriate business processes and systems are in place to collect and manage RFFRS data information and document management requirements.

To be responsible for the development, maintenance and review of the Services Information systems business continuity strategies.

Responsible for all aspects of Information Assurance and Information Security.

To lead on and co-ordinate the implementation of business improvement across Royal Berkshire Fire & Rescue Service by applying appropriate business improvement methodologies and techniques and ensuring that appropriate business systems are in place to support the delivery of the Fire Authority's strategic commitments.

To ensure that suitable business information infrastructure is in place and that this

infrastructure enables efficient and effective service delivery. The post is expected to help deliver a coherent, evidence-based improvement and efficiencies programme and to:

- Drive Continuous Improvement to improve costs, quality and service.
- Train and educate the organisation and implement continuous improvement methodologies
- Reduce costs particularly relating to waste and increase productivity and efficiency using Business improvement principles.
- Carry out root cause analysis and develop solutions to issues.
- Develop and maintain appropriate information hardware and software systems.
- Develop and maintain appropriate communication infrastructure, equipment and contracts.
- Support the Corporate Management Team to establish an environment of operational and customer service excellence.

To be responsible for the line management of staff within the Business Information and systems team and ensuring the Service makes the best use of the latest technology to facilitate efficient and effective service delivery.

To manage the integration of external software solutions and where feasible, to develop, integrate, implement and maintain application software solutions, including third party software, in accordance with Operating Standards and with regards to the Service's policies and strategies
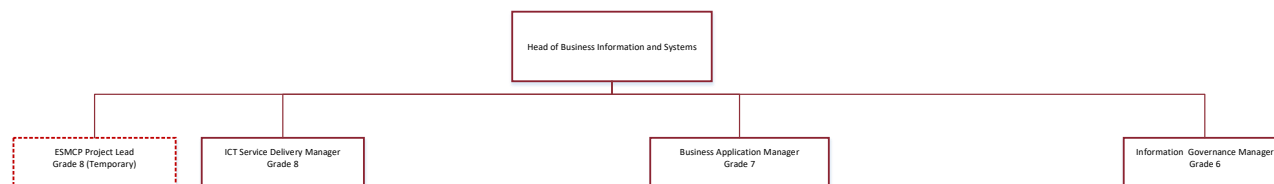
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Responsible for all aspects of Information Assurance and Information Security.

Organisational Structure – see separate structure charts


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                    │ Head of Business Information and     │
                    │ Systems                              │
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┌─────────────┐ ┌──────────────┐   ┌──────────────────┐ ┌──────────────────┐
│ ESMCP       │ │ ICT Service  │   │ Business         │ │ Information       │
│ Project Lead│ │ Delivery     │   │ Application      │ │ Governance       │
│ Grade 8     │ │ Manager      │   │ Manager          │ │ Manager          │
│ (Temporary) │ │ Grade 8      │   │ Grade 7          │ │ Grade 6          │
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Dimensions

Staff/Managerial responsibilities:
Managers/senior professionals: up to 5 staff
Staff: up to 15 staff including temporary and project staff

Finance: bands up to £400k, up to £ 4m, up to £ 40m

Budgets-Direct: up to £600k -£700k
Budgets-Indirect: up to £ 4m

Context

The post holder operates within an increasingly multi agency context, directly supporting the Fire Authority and Director of Support Services to: initiate; develop; and influence a complex range of relationships, including:

- the 6 unitary local authorities of Royal Berkshire, their services and schools
- bodies representing local businesses and voluntary organisations
- other Fire and Rescue Services and emergency services
- central government (mainly Department for Local Government and Communities)
- Members of Parliament
- Local government politicians
- Chief Fire Officers Association
- Representatives bodies

The post holder has organisation wide responsibility for a range of cross cutting and corporate functions, and associated contacts with staff and managers from across the service as well as external contractors.

The post holder is accountable to the Director Support Services within the general direction set by the Fire Authority. The post holder has freedom to act within the boundaries of legal requirements, Fire Authority Standing orders and RBFRS policy at the direction of the Director of Support Services

The post-holder will be a member of the RBFRS Senior Leadership Team and play a full role in the strategic leadership of the organisation.

Main Duties and Responsibilities:

To provide vision, direction and leadership in terms of ICT across the Service and to performance manage the ICT Section through the Corporate Business Planning Process.

To coordinate activity across the ICT function to ensure the efficient delivery of the ICT service i.e. that consistent quality standards are achieved, proper governance arrangements are in place and resources are optimised.

Develop and maintain a Service wide ICT Investment plan ensuring appropriate forward planning to meet organisational capacity and to ensure all investment in ICT meets Service priorities.

Ensure that the day to day ICT services are secure, robust and meet the needs of Services in terms of performance, availability and disaster recovery.

Be aware of the specific risks to the confidentiality of Services Information ensuring that all staff are aware of their responsibilities under Data Protection legislation and that staff are made regularly aware of their persknal responsibilities to protect the security and confidentiality of data.

Provide contract management support for Thames Valley Fire Control Service (TVFCS) technical contracts.

Ensure TVFCS receives system support including the support of an out of hours rota. Develop and implement a robust business systems transition process, ensuring that efficiency and effectiveness is established from service take-on

Establish a Centre of Excellence for business systems and process improvement across the organisation, ensuring that appropriate tools are in place and available, and providing improvement support where necessary

Lead the successful delivery of major, cross-organisational projects, including transitions, service improvements, and strategic development projects

Develop and deliver objectives through the business planning process, operating within the devolved budget and meeting agreed service targets, working closely with the Head of Finance and Procurement Services to ensure the accuracy of all records.

To coordinate activity across the ICT function to ensure the efficient delivery of the ICT service i.e. that consistent quality standards are achieved, proper governance arrangements are in place and resources are optimised.

Manage on a day-to-day basis, the corporate governance structure and decision making framework, ensuring all necessary information is provided to the senior staff and members in a timely manner to ensure they can discharge their statutory functions effectively.

Assist the Director of Support Services in reviewing the way in which the service transacts their business, to ensure the decision making process continues to be underpinned by robust and transparent governance structures.

Responsible for assuring information and managing risks related to the use, processing, storage, and transmission of information or data and the systems and processes used for those purposes. Information assurance includes protection of the integrity, availability, authenticity, non-repudiation and confidentiality of user data. Responsible for the development and implementation of physical, technical and administrative controls to accomplish these tasks.

Act at the Service's Information Technology Security Officer.

General Responsibilities of RBFRS Leadership Team

Uphold and promote the values of Royal Berkshire Fire and Rescue Service, complying with the required standards of conduct, integrity and behavior at all times.

Comply with all finance and procurement policies, procedures and practices, demonstrating the highest level of integrity at all times.

Comply with all people management policies and practices, ensuring your teams are well managed and that corporate standards are achieved.

Practice and promote RBFRS health and safety policies and processes, ensuring a safe working environment for yourself and your staff.

Ensure you are familiar with Safeguarding policies and responsibilities and that teams are trained to relevant standard.

Deliver service plans and performance management information in line with corporate guidelines and deadlines, ensuring collaboration with other members of the Joint Management Team.

Ensure you are familiar with data security policies and management, that your teams are trained and that data protection and appropriate processing is given the highest priority.

Promote and adhere to the Service's policies on equality and fairness, and treat colleagues and members of the public with respect.

Take responsibility for your own performance, participate positively in development activities and support development of others.

Participate, if required, in any investigations or procedures relating to health and safety, disciplinary, or legal matters.

Act in an environmentally responsible manner by minimising pollution and the wasteful use of energy and resources

In order to secure the best possible service to the public or the welfare of their colleagues, all employees may from time to time be asked to undertake appropriate duties which fall outside their usual area of responsibility. You are expected to respond positively to such request and encourage your teams to do the same.

PERSON SPECIFICATION

	Essential	**Source of evidence**	**Desirable**	**Source of evidence**
Skills and aptitudes	Able to cultivate effective relationships with a wide range of key stakeholders people including based on trust and mutual respect	I PT	Coaching/mentoring	I PT
	Strong performance focus and commitment to improving service delivery	I PT		
	Confident and inspiring leadership	I PT		
	Collaborative, enthusiastic team player	I PT		
	Highly customer focused	I PT		
	Commitment to high professional standards	I PT		
	Enthusiastic innovator/challenges status quo	I		
	Professional standards; self confidence; personal resilience; integrity	I PT		
	Demonstrable			

	commitment to Equality and Diversity	I PT		
	Full range of management skills: people; budget; performance; information; operations; contracts and procurement	I AF		
	Strong analytical skills/able to disseminate complex data	I AF		
	Confident negotiator	I PT		
	Highly influential, with well developed written and oral communication skill	I AF		
	Sound judgement/decision making	I AF PT		
	Able to lead on resolving complex/high risk ICT matters	AF I		
Knowledge	Understanding of the implementation of ICT systems	AF I		
	Knowledge of techniques and track record in developing strategies that deliver business outcomes.	AF I		
	Strong understanding of the complexities of working in a political environment and an ability to maintain credible professional presence with senior staff and key external stakeholders	AF I		

Experience	Experience of working across organisational boundaries in partnership in order to deliver corporate projects and objectives.	I AF	Emergency service experience	AF I
			Public sector experience	AF I
			Working with elected members	I
	A successful track record of achievement at senior level in developing and implementing ICT related policies to achieve outcomes	I AF		
	Experience of leading and delivering significant change and business improvement initiatives.	I		
	Experience of effective budget management and delivering cost reductions whilst improving services.	I AF		
	Experience of devising, developing and implementing successful complex ICT projects.	I AF		
	Experience of managing data and information across organisational boundaries.	I		
	Demonstrable ability to lead, motivate and develop a team of professionals, and manage operations to ensure delivery to defined performance standards and demonstrating VFM	I		
	Successful track record of managing a demanding personal workload, effectively	I		

	balancing strategic and operational responsibilities			
Qualifications	Evidence of continuing professional and personal development. Educated to degree level or equivalent through relevant training and experience.	AF AF & DC	ITIL Project Management	AF I AF I
Other requirements	Ability to travel independently around Berkshire and Nationally as required Able to work outside normal office hours Politically restricted post	I		

AF   Application form
I   Interview
WT   Written test
PT   Presentation / practical or physical test
M   medical declaration/examination
DC   Document check
X   other