

Job Title:	Summer Internship Scheme Intern		
Post Reference		Temporary	Temporary - Internship
Grade:	N/A - £9.99/hour	Hours: 9.30am to 4.00pm	30 hours per week (Monday to Friday)
Reports to:	Various		
Line Management responsibilities: (Direct and Indirect)	N/A		
Directorate/ department:	Various		
Location:	Royal Berkshire Fire and Rescue Service (RBFRS), Headquarters, Calcot, Reading		
Politically restricted:		No	

Main Purpose of the Job:

For all interns, the main purpose of the role is to gain experience of the variety of activities involved in the running of a modern fire and rescue service, and to undertake work in their allocated department to support the organisation with the delivery of these activities and services.

Interns will also undertake learning and development activities relating to various aspects of workplace and careers skills, in order to enhance their own development and support their progress with any variety of future career or education ambitions they may have.

A broader purpose of the role is to gain exposure to different departments and sites within RBFRS, in order to gain a full understanding of the range of activities and opportunities that exist within the organisation. In addition, interns will participate in evaluation and reflection activities, within which they will be able to offer views and perspectives on their experiences of the organisation.

Up to five placements are being offered as part of the Summer Internship Scheme, located at Royal Berkshire Fire and Rescue Service (RBFRS) Headquarters.

Successful applicants will spend time with different departments at RBFRS Headquarters, Calcot, Reading as well as time at Fire Stations across the county.

The list below is an example of the departments applicants will be placed on a rotational basis (two weeks with two departments and one week spent visiting Fire Stations across Berkshire). Please note applicants will be notified the final list of departments prior to the advertised start date of the scheme.

Department	Subject Areas and Possible Tasks
<p>Facilities Team</p> <p>This team provide administrative, customer service and business support to the Facilities department.</p>	<ul style="list-style-type: none"> • Assist front desk reception and meet and greet internal/ external clients • Reception support with incoming and outgoing post • Administrative support of meeting room management system and associated catering request orders • Support fire alarm testing and fire drill evacuations
<p>Programme Office</p> <p>This team support the planning, delivery and evaluation of a range of projects across the organisation.</p>	<ul style="list-style-type: none"> • Project management support • Undertake project planning • Undertake analytical activities • Support Governance and inspection tasks • Project process and project management learning support
<p>Training and Development (R+D)</p> <p>This team is responsible for training and development, procurement and delivery of external courses. Development and Design of internal courses.</p> <p>Learning management system</p>	<ul style="list-style-type: none"> • Monitor course bookings • Prepare course documents. • Data entry • Review course resources • Update documents and templates • General admin
<p>Business Support</p> <p>This team is responsible for providing strategic support to the Senior Leadership Team, Protection and Prevention as well as general support across the organisation.</p>	<ul style="list-style-type: none"> • Support the design and delivery of RBFRS events. • Support community events • Answer Safe + Well calls. • Admin support for protection and prevention • Transport booking
<p>Business Information Systems (BIS)</p> <p>This team combines Information Governance (IG) and Information Communication and Technology (ICT). IG is responsible for applying structures, processes and procedures on how RBFRS information is handled. This team deals with all Freedom of Information (FOI) requests, incident enquires, management and investigation of data breaches and ensures compliance with UK Data Protection legislation.</p> <p>ICT are responsible for all ICT Services including the purchasing, deployment and support all ICT related hardware and software.</p>	<ul style="list-style-type: none"> • Support with the day-to-day management of information requests. • Support colleagues and gain knowledge in logging, processing, tracking, monitoring and responding to information requests received by RBFRS in accordance with policies and procedures. • Support the delivery of a range of technical processes, initiatives or work packages through direction from the IT team. • Assist the Helpdesk team ensuring high standards of customer service and service delivery • Design and implement customer-focused solutions for the assigned serve area

Key responsibilities and Deliverables:

Interns will have no budgetary or line management responsibility.

Specific tasks assigned will vary depending on the department to which the intern is allocated.

Main Duties:

- 1) To experience the work of a fire and rescue service by visiting different departments across the organisation, in addition to operational fire stations;
- 2) To participate in learning activities, including training sessions and skills workshops for personal development;
- 3) To participate in evaluation and feedback activities; identify and share ideas for change and improvement based on their experience of the Service where appropriate;
- 4) To communicate with different teams across the service as required and learn about the transferable skills required in different roles;
- 5) To attend meetings to gain an insight into how decisions are made and how teams work together across the organisation;
- 6) To support allocated departments to complete activities in the relevant subject area as required, working with colleagues to learn about the work of the team or department.

Personal Specification

Key Behaviours and Skills
1. Ability to work in a team
2. Good communication skills
3. Enthusiastic and motivated learner
4. Value and encourage inclusion
5. Share views on change and improvement
6. Ability to prioritise and work to deadlines
7. Leadership – To be able to demonstrate the behaviours and values of RBFRRS Behavioural Competency Framework (link attached)

Other Requirements

Interns will be asked to arrange their own transport to and from RBFRRS, Headquarters, Reading, and may be required to do so for any additional sites they visit during the course of their internship. Location information will be provided in advance as part of the internship timetable to support individuals in planning their journeys. However, the Service is committed to supporting all successful applicants as far as reasonably possible to participate fully in the scheme, and we will therefore seek to work with

interns to identify alternative arrangements where transport requirements are a barrier to participation.

RBFRS Behaviours

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

Personal Impact	Take responsibility for your own performance (including personal fitness) and participate positively in development activities. Adhering to the RBFRS code of Conduct and related policies.
Working Together	Promote and adhere to the Service’s policies on equality and fairness. Value the contributions of a diverse workforce and respond to the different needs of individuals and groups. Contribute to the development of others.
Delivering Quality and Service	Treat members of the public with respect. Respond to the different needs of individuals and groups within the organisation and in the community.
Organisational Effectiveness	Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour. Demonstrate commitment to helping the service achieve its corporate commitments and vision.
Safety and Wellbeing	Practice and Promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.

Profile prepared by:	Claudia Trott – Equality, Diversity and Inclusion Co-ordinator		
Approved by:	Deputy Chief Executive/Director of Corporate Services		
Profile Effective from:	20/11/23	Last reviewed:	20/11/23
Post holder name		Signature	
		Date	