

# ROYAL BERKSHIRE

## FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

<b>Job Title</b>	<b>Operational Support and Improvement Assistant</b>		
<b>Post Reference</b>		<b>Temporary/Permanent</b>	Temporary - Fixed Term
<b>Grade</b>	3	<b>Hours</b>	37 Per week
<b>Reports to</b>	Operational Support and Improvement Officer		
<b>Line Management responsibilities</b> (Direct and Indirect)	None		
<b>Directorate/ Department</b>	Service Delivery		
<b>Location</b>	Headquarters, Newsham Court, Pincents Kiln, Calcot		
<b>Politically restricted</b>	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
<b>Level of DBS Check Required</b>	<input type="checkbox"/> Standard <input checked="" type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
<b>Safeguarding Level Required</b>	<input checked="" type="checkbox"/> Level 1 <input type="checkbox"/> Level 2		
<b>Main Purpose of the Job</b> <p>By working as part of the Service Delivery team, the role will work with a range of internal and external teams and functions, to help maintain the key areas such as operational crewing, transfers, promotions and placements. The role will play a key part in contributing to the success of some of our strategic commitments –</p> <ul style="list-style-type: none"> <li><b>We will ensure a swift and appropriate response when called to emergencies.</b></li> <li><b>We will ensure that RBFRS provides good value for money.</b></li> </ul> <p>This role is responsible for providing support and contributing to and delivering the following key areas:</p>			

# **ROYAL BERKSHIRE**

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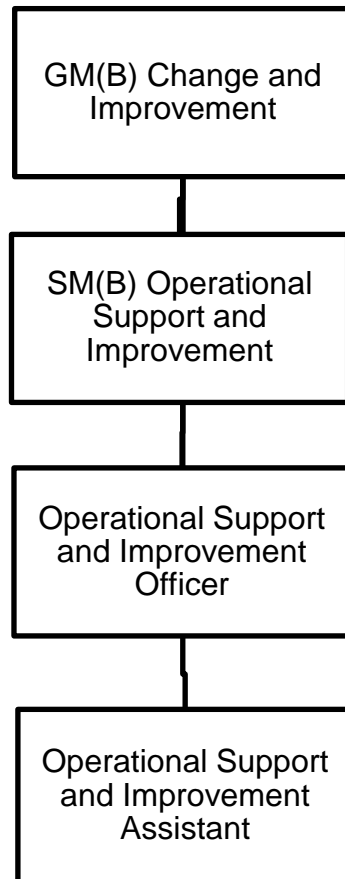
Job Profile Green Book [F600]

- Using a combination of sources of information detailing promotion, transfer and placement requests from new and existing operational staff members.
- Liaise across teams to coordinate the transfer and promotions of operational staff members ensuring alignment with the Promotions Policy.
- Support the team in attending and delivering information to the Response and Resourcing Group (RRG) meetings.
- Undertake systems-based work through data entry and data interrogation to identify internal and external factors likely to affect resourcing requirements (operational crewing) and create innovative and practical solutions to mitigate the impacts.
- Act as a point of contact for cross hub working in the absence of Operational Support and Improvement Officer and Station Manager Operational Support and Hub Response and Assurance Managers (RAMs). Support the Operational Support and Improvement Officer where necessary.
- Support in budget monitoring, including the ability to identify anomalies and create innovative ideas for improvement.
- Working closely with the Station Manager Operational Support and Improvement and Operational Support and Improvement Officer to contribute to organisational changes including project related tasks.

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

## Organisational Structure



## Key Responsibilities and Deliverables:

- To create and maintain reports, spreadsheets and correspondence using a variety of software including MS Office software systems.
- Support the maintenance of the establishment/personnel register against operational positions detailing qualifications, temporary moves/promotions and long-term absences to maintain a balanced operational workforce across the Service.
- Liaise with Operational Support and Improvement Officer, Hub Managers, Station Managers and other departments to facilitate the movement and transfers of staff across Service Delivery hubs and teams.

## **ROYAL BERKSHIRE**

### **FIRE AND RESCUE SERVICE**

Job Profile Green Book [F600]

- Support the process required to ensure moves are completed and shared with appropriate teams. Manage and maintain the transfer request register and promotion eligible lists to ensure processes and procedures are in line with policies.
- Support the process and complete administration tasks associated with Wholetime Apprentice placements.
- Monitor and report on operational crewing using internal reporting systems to identify impacts and crewing deficiencies, and ensure appropriate staff are made aware.
- Liaise with the Operational Learning and Assurance (OLA) to support management and tracking of operational exercises, ensuring appliance delays are entered in the Central Training Calendar accurately.
- Support the Operational and Improvement Officer where appropriate with gathering data and information for team meetings, Operational Learning and Assurance Board (OLAB), Workforce Planning, Response and Resourcing Group (RRG).
- Contribute and support with the management, coordination and delivery of projects and tasks assigned to the Operational Support and Improvement and Hub Management teams.
- To act as first point of contact with Learning and Development (L&D) and Resourcing and Development (R&D) to coordinate and review the planning and scheduling of training to ensure that operational crewing at peak periods is not impacted.
- The post holder will also be required to work 'cross department' internally and externally to the Service, ensuring business continuity and resilience arrangements are maintained.
- Working with Resourcing and Development (R&D) to coordinate and support the resourcing of the recruitment and promotion process.
- Support the Operational Support and Improvement Officer in monitoring the Station-based overtime budget in collaboration with the finance department. This includes monitoring trends, analysing data, and ensuring staff are using correct cost codes.
- The post-holder will also monitor the Flexi-duty lines to ensure that the required level of officers are available. If deficiencies are identified, they will liaise with SM Operational Support and Improvement to source replacements. Additionally, the post will manage the input of Officer leave, line changes and officer re-call.
- Ensure adherence to processes and procedures, escalating as necessary to appropriate senior management.
- Support the collaboration and the successful delivery of specific projects, events and visits as required.
- Prepare briefing sheets as required for senior managers. This is to include the weekend command briefing spreadsheet.

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

## Other Requirements

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

## Person Specification

Qualifications and training	On recruitment	After Training
English and Mathes GCSE or equivalent	X	
Knowledge, skills and experience	On recruitment	After Training
Good interpersonal skills, able to clearly and concisely express oneself and engage with internal and external stakeholders at all levels	X	
Experience of delivering tasks to the required standard, planning time and activity to meet deadlines, successfully executing a wide range of tasks	X	
Confident and able to work independently and to work with and support others	X	
Good IT skills, ability to produce accurate documentation and records using MS Office software products	X	
Experience of using databases and internal systems to accurately enter, maintain and interrogate data	X	
Office based administration experience	X	
Demonstrable organisation and prioritisation skills	X	
Knowledge of General Data Protection Regulations (GDPR) and able to maintain confidentiality of information		X
Understanding of RBFRS and services it provides, as it related to team objectives		X

# ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

## RBFRS Behaviours

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading Yourself**

### Leading Yourself (Behaviours for Everyone)

<b>Safe</b>	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
<b>Supportive</b>	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
<b>Inclusive</b>	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.

### Leading Others (Behaviours for those who Manage/Influence Others)

<b>Safe</b>	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
<b>Supportive</b>	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
<b>Inclusive</b>	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.

### Leading the Service (Behaviours for those in Senior Management Positions)

<b>Safe</b>	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
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# ROYAL BERKSHIRE

## FIRE AND RESCUE SERVICE

Job Profile Green Book [F600]

<b>Supportive</b>	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
<b>Inclusive</b>	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-today, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

<b>Profile prepared by:</b>	Operational Support and Improvement Officer		
<b>Approved by:</b>	GM Change and Improvement & SM Operational Support and Improvement		
<b>Profile Effective from:</b>	13 May 2025	<b>Last reviewed:</b>	
<b>Post holder name:</b>		<b>Signature:</b>	
		<b>Date:</b>	