ROYAL BERKSHIRE
FIRE AND RESCUE SERVICE

Job Title	**Head of Business Information and Systems**		
Post Reference	SS BISYS	**Temporary/Permanent**	Permanent
Grade	10	Hours:	37 hours
Reports to	Deputy Chief Executive/Director of Corporate Services		
Line Management responsibilities (Direct and Indirect)	Managers/senior professionals: up to 5 staff Staff: up to 15 staff including temporary and project staff		
Directorate/ department	Corporate Services		
Location	Service Headquarters		
Politically Restricted	**Yes ☒**	**No ☐**	
Level of DBS Check Required	☐ **Standard** ☐ **Enhanced** ☒ **Enhanced (with barred Child)** ☐ **Enhanced (with barred Adult)**		
Safeguarding Level Required	☒ **Level 1** ☒ **Level 2**		

Main Purpose of the Job:

To deliver CIO level leadership on setting the strategic direction across all Royal Berkshire Fire and Rescue Service organisational groups for Information Systems, supporting ICT infrastructure, overall Information governance and business change management/digitisation. To include:

- End user devices
- On-premise, hybrid and cloud based server and storage infrastructure
- Networking technology
- Fire Service operational communications equipment
- Operational, productivity and line of business applications
- Mobility/flexible working
- Information management and governance frameworks, structures and policies
- Business change management processes and methodologies
- Digitisation

To lead on the development and delivery of effective and efficient business information solutions in accordance with the relevant statutory frameworks, RBFRS's policies, procedures and organisational priorities, under the overall direction of the Deputy Chief Executive/Director of Corporate Services.

To engage at Fire Authority, Director and Head of Service level across the organisation to establish methodologies for early identification of Information Systems/Business Process/Digitisation improvement opportunities in order to optimise organisational efficiency and effectiveness.

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. Ensure RBFRS is prepared for and aligned to emerging trends in Information systems deployment and management, and to minimise cost of evolution to desired end states.

To ensure that all systems and processes deliver an excellent user experience, with specific focus on simplification and automation.

To ensure that appropriate business processes and systems are in place to collect and manage RFFRS information in order to ensure that the right people have access to the right information in the right place at the right time.

To be responsible for the development, maintenance and review of Business continuity strategies and plans for accessibility of Information and associated systems.

Responsible for all aspects of Information Assurance and Cyber/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 drive delivery of a coherent, evidence-based improvement and efficiencies programme and to:

- Drive Continuous Improvement to improve costs, quality and service.
- 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.
- Lead a team to analyse, design, deploy, support and maintain appropriate information hardware and software systems.
- Lead a team to analyse, design, deploy, support and maintain appropriate communication infrastructure, equipment and contracts.
- Support the Senior Leadership Team to establish an environment of operational and customer service excellence.

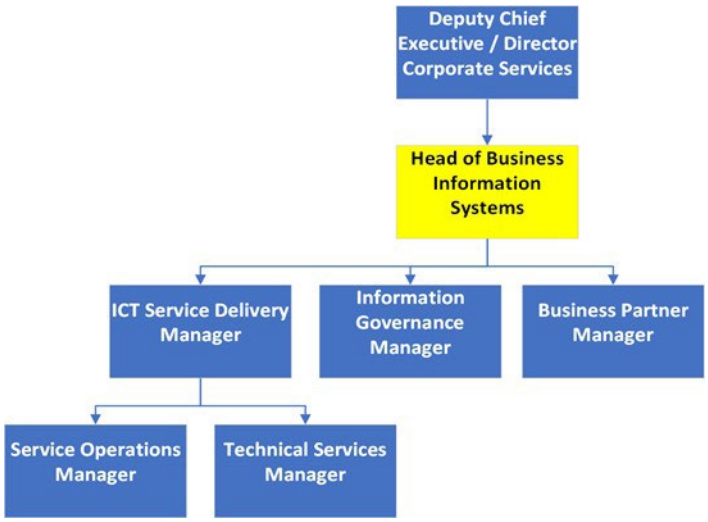
To manage the integration of external software solutions and where feasible, to develop, integrate, implement and maintain application software solutions, including third party software, in accordance with Operating Standards and with regards to the Service's policies and strategies

To lead a team of up to 20 ICT and Information Governance professionals, with line management of up to 5 direct reports within the Business Information and Systems team, and to be an exemplar of RBFRS behavioural competencies, lead by example and set the culture of the Business Information Systems organisation.

To hold responsibility for delivery of effective support for operational systems within Critical National infrastructure assets.

To provide leadership in systems or information based collaboration opportunities with other Fire and Rescue Services, blue light partners, local authorities or other associated agencies in order to minimise cost, and improve services to the public.

Organisational Structure



Key Responsibilities and Deliverables:

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 £2.25m
Budgets-Indirect: up to £ 4m

The post holder operates within an increasingly multi agency context, directly supporting the Fire Authority and the Deputy Chief Executive/Director of Corporate 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 and emergency services
- Central government (mainly Department for Local Government and Communities)
- Members of Parliament
- Local government politicians
- The National Fire Chief's Council (NFCC)
- 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 Deputy Chief Executive/Director Corporate 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 Deputy Chief Executive/Director Corporate 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.

To provide strategic vision, direction and leadership of ICT across the Service and to performance manage Business information Systems teams, processes and systems 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 personal 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 hour's 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.

Sponsor and stakeholder manage 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.

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 Deputy Chief Executive/Director of Corporate 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 accreditor.

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 behaviour 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.

Be 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

Qualifications and training	On recruitment	After Training
Evidence of continuing professional and personal development	✓	
Educated to degree level or equivalent through relevant training and experience	✓	
Project Management	✓	
ITIL is desirable but not essential		

Knowledge, skills and experience	On recruitment	After Training
Successful track record of managing a demanding personal workload effectively	✓	
Balancing strategic and operational responsibilities	✓	
Able to cultivate effective relationships with a wide range of key stakeholders people including based on trust and mutual respect	✓	
Strong performance focus and commitment to improving service delivery	✓	
Confident and inspiring leadership	✓	
Collaborative, enthusiastic team player Highly customer focused	✓	
Commitment to high professional standards	✓	
Enthusiastic innovator/challenges status quo	✓	
Professional standards; self-confidence; personal resilience; integrity	✓	
Demonstrable commitment to Equality and Diversity	✓	
Full range of management skills: people; budget; performance; information; operations; contracts and procurement	✓	
Strong analytical skills/able to disseminate complex data	✓	
Confident negotiator	✓	
Highly influential, with well-developed written and oral communication skill	✓	
Sound judgement/decision making	✓	
Able to lead on resolving complex/high risk ICT matters	✓	
Proven track record of major change/digitisation programme delivery	✓	
Understanding of the implementation of ICT systems	✓	

Knowledge of techniques and track record in developing strategies that deliver business outcomes.	✓	
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	✓	
Experience of working across organisational boundaries in partnership in order to deliver corporate projects and objectives.	✓	
A successful track record of achievement at senior level in developing and implementing ICT related policies to achieve outcomes	✓	
Experience of leading and delivering significant change and business improvement initiatives.	✓	
Experience of effective budget management and delivering cost reductions whilst improving services.	✓	
Experience of devising, developing and implementing successful complex ICT projects.	✓	
Experience of managing data and information across organisational boundaries.	✓	
Demonstrable ability to lead, motivate and develop a team of professionals, and manage operations to ensure delivery to defined performance standards and demonstrating VFM	✓	
Coaching/mentoring	✓	

Other Requirements

Ability to travel to other locations within the county of Berkshire and nationally as required

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

Politically restricted post.

DBS check

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 the Service**

Leading Yourself (Behaviours for Everyone)	
Safe	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each together, and holding high standards are how we keep our people and communities safe.
Supportive	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.
Inclusive	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)	
Safe	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.
Supportive	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.
Inclusive	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)	
Safe	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.
Supportive	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.
Inclusive	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.

Profile prepared by:	Nikki Richards		
Approved by:	Nikki Richards		
Profile Effective from:		**Last reviewed:**	December 2022
Post holder name:		**Signature**	
		Date	