

ROYAL BERKSHIRE FIRE AND RESCUE SERVICE

Job Profile Green Book

Job Title	Fire Safety Remediation Support Officer		
Post Reference		Temporary/Permanent	Permanent
Grade	3	Hours	37
Reports to	Hub Fire Safety Manager (Protection)		
Line Management Responsibilities (Direct and Indirect)	None		
Directorate/ Department	Service Delivery - Protection		
Location	Hub – East & West		
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

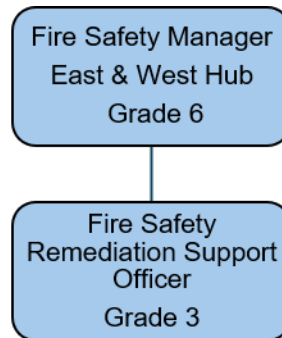
To provide proactive, accurate and customer-focused administrative support to the Protection team, enabling Fire Safety Inspecting Officers and Fire Safety Auditors to concentrate on regulatory and technical activity.

The post holder will coordinate correspondence, records, appointments, shared inboxes, statutory consultation workflows and management information. They will maintain reliable systems, monitor agreed timescales and ensure matters are allocated, progressed or escalated in line with established procedures.

The role provides administrative support to fire safety audit, enforcement, prosecution and remediation activity. It does not determine regulatory outcomes or provide technical fire safety advice. Decisions requiring professional judgement must be referred to an appropriately competent officer.

The role supports the Government's objective to accelerate remediation of buildings with significant fire safety risks and unsafe external wall systems whilst improving resident safety and stakeholder engagement.

Organisational Structure



Key responsibilities and Deliverables

1. Support to Protection Activities

Provide proactive administrative support to the Protection team, ensuring officers have the information, documentation and coordination required to deliver fire safety, enforcement and regulatory activities effectively.

2. Workflow and Case Management

Monitor and maintain Protection work streams, trackers and case management systems, ensuring activities are allocated, progressed and reviewed within agreed timescales and service procedures.

3. Correspondence Management

Prepare, issue and record standard Protection correspondence, including appointment letters, outcome letters, Article 27 letters and other approved communications, ensuring accuracy and consistency.

4. Inbox and Enquiry Management

Manage shared Protection inboxes and incoming enquiries, triaging correspondence, responding to routine requests and directing matters to the appropriate officer where specialist advice or intervention is required.

5. Data and Records Administration

Maintain accurate electronic records, case files, databases and document management systems, ensuring information is stored, updated and retained in accordance with Service policies and data protection requirements.

6. Monitoring of Statutory Consultations and Deadlines

Track statutory consultations, enforcement actions, follow-up activities and other time-sensitive work to ensure responses and actions are completed within required timescales.

7. Enforcement and Prosecution Administration

Provide administrative support to enforcement, investigation and prosecution activities, including document collation, disclosure administration, evidence file organisation and preparation of case paperwork as directed by competent officers.

8. Information Requests and Reporting

Coordinate responses to Freedom of Information requests, complaints, corporate enquiries and other requests for information, while producing and maintaining routine reports and management information.

9. Customer and Stakeholder Support

Act as a professional point of contact for businesses, partner agencies and members of the public, delivering a high standard of customer service and maintaining positive working relationships.

10. Performance Monitoring and Quality Assurance

Support the collection, validation and reporting of performance information, identifying missing information, overdue actions and data quality issues for escalation where appropriate.

11. Continuous Improvement and Team Support

Contribute to the development and improvement of administrative processes, procedures, templates and systems, whilst providing flexible support to meet the evolving needs of the Protection team.

Person Specification

Qualifications and training	On recruitment	After Training
A good standard of general education – Level 2 in English and Maths	x	
Role-specific training in Protection systems, processes and approved correspondence		x
PACE interview transcription, disclosure or enforcement administration training where required for allocated duties		x
Knowledge, skills and experience	On recruitment	After Training
Experience of providing administrative support in a busy office or customer-focused environment	x	
Strong organisational skills, with the ability to plan and prioritise competing work and meet deadlines	x	
Clear and accurate written and verbal communication skills	x	
Good IT skills, including Microsoft 365, spreadsheets, databases, shared mailboxes and electronic filing systems	x	

Experience of accurate data entry, record maintenance, information collation and basic reporting	x	
Ability to follow procedures, use initiative within agreed boundaries and escalate appropriately	x	
Ability to handle confidential, sensitive or legally significant information with discretion	x	
Awareness of the role of Protection and the regulatory environment in which it operates		x
Understanding of remediation programmes and building safety risks		x
Working knowledge of Protection workflows, terminology, systems and standard correspondence		x
Experience of managing competing priorities and deadlines	x	

Other Requirements

Ability to travel to other locations within the county of Berkshire

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

Commitment to maintaining professional competence in fire safety and building safety matters

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)

Safe	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.
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.
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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-to-day, 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:	Protection Hub Manager (G Murphy)		
Approved by:	Protection and Prevention AM (D Crease)		
Profile Effective from:	September 2026	Last reviewed:	
Post holder name:		Signature:	
		Date:	