

JOB PROFILE



JOB TITLE:	Health & Safety, Operational Assurance Technical Support Officer
SALARY GRADE:	Grade 6
JE REFERENCE:	A26
DIRECTORATE:	Operational Response
TEAM:	Health and Safety
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	Health and Safety Technical Officer

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
------------------------------------	------------------

MAIN JOB PURPOSE

To assist the Health and Safety Technical Officer to provide technical and administrative support to the Health and Safety and Operational Assurance departments.

This role will help to, plan, implement, monitor and review the protective and preventative measures in place to work towards minimising operational losses, Occupational Health problems, accidents and injuries.

KEY AREAS OF RESPONSIBILITY

1. Conduct risk assessments through SharePoint and provide quality assurance, feedback and support to staff on document completion. Risk assessments to include: COSHH, Noise, Vibration, DSE, Stress, Restricted Duties, and any other Health and Safety related risk assessments.
2. Manage the storage of CCTV to support accident/incident investigation and produce non RIPA applications to fulfil legal requirements, ensuring confidentiality in the use of the information. Assisting where necessary the H&S Technical Officers with the scrutiny of CCTV to support investigations.
3. Assisting the H&S Technical Officers in liaising with internal departments such as Estates and Workshops, to provide advice and to support and review all new equipment and/or change in department procedures, ensuring the safe implementation of equipment.
4. Arrangement of meetings for both internal departments and external agencies including collation of documents, management of action updates and taking of meeting minutes.
5. Supporting the production of communications to all Service staff in the form of H&S Flashes following interrogation of safety events and H&S Sub Group meetings to improve safety and reduce accidents, injuries and collisions.
6. Support the production of communications from the Operational Assurance Team to all operational staff in the form of Incident Notes, Officers Briefing Notes and Debrief Summaries.
7. Liaise and form a strong relationship with the Legal Team and have working knowledge of related legislation to ensure that all legal requirements are met.
8. Support H&S Technical Officers to create and provide training at events for internal and external groups on numerous topics to include OSHENS, H&S software, manual handling, evacuation chair, and any other H&S related subjects. Assist in the capturing and scrutinising of collision/accident data, to identify trends and create case studies to support this learning.
9. Support the Debrief and Audit process by providing detailed reports to the Managers to identify trends to support learning and under performance.
10. Provide support and be able to deputise for all duties related to the Technical Officers within the H&S department.

11. Support and contribute to the H&S/OA Department on projects, sub groups and functional planning objectives.
12. Contribute to the formation of the Operational Response functional plan.
13. Support change management in the Service and review safety advice to ensure it is updated in line with current legislation.
14. Manage the H&S and OA Departmental budget and attend budget meetings when required. Including the ordering of goods and services, booking of accommodation, courses and travel in line with the Authority's financial regulations.
15. General administration duties for the H&S and Operational Assurance team, developing and monitoring office systems, electronic/paper filing and department procedures.
16. To undertake any other duties deemed suitable by the Service commensurate with the grade.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better






We serve with **Integrity**

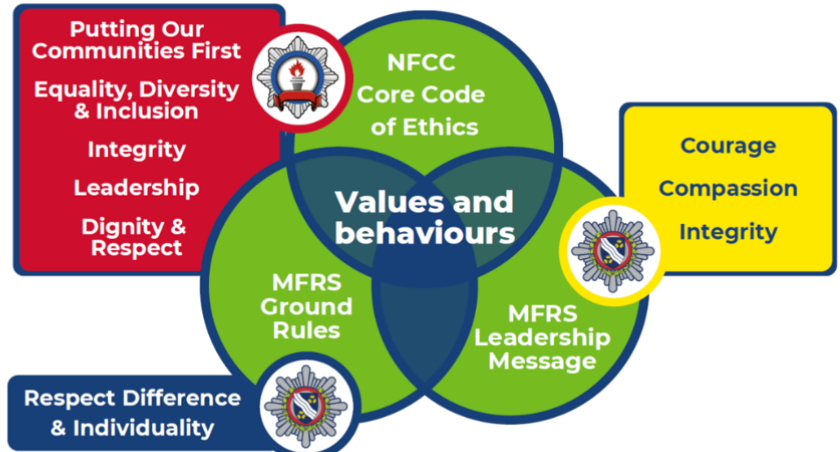
- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.

-  **Putting our communities first**
We put the interests of the public, the community, and service users first.
-  **Integrity**
We act with integrity including being open, honest, and consistent in everything that we do.
-  **Dignity and respect**
We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.
-  **Leadership**
We are all positive role models, always demonstrating flexible and resilient leadership.
We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
-  **Equality, diversity, and inclusion (EDI)**
We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve.
We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

May 2025

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Health and Safety, Operational Assurance Technical Support Officer	Team:	Health and Safety
Salary:	Grade 6	Directorate:	Operational Response

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	Health and Safety Qualification	E	A & P D
	NEBOSH General Certificate	D	A & P D
	GCSE Maths and English, or equivalent	D	A & P D
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Good working knowledge of Microsoft software such as word, excel and PowerPoint	E	A & I
	Experience of working in a confidential working environment	E	A & I
	Experience of maintaining databases and administrative systems	E	A & I
	Experience of working in Health and Safety environment	E	A & I
	Ability to interpret H&S legislation in the context of a Fire Service	D	A & I
	Knowledge of Fire Service administration systems	D	A & I
	An interest in H&S Legislation and the ability to understand regulations.	D	A & I
	The ability to process and interpret information using Microsoft Office packages.	D	A & I
	Experience in taking minutes and preparing agendas	D	A & I
	Experience of undertaking work-based risk assessments; work station assessments; H&S inspections and audits	D	A & I
	Experience of planning, developing and delivering H&S training	D	A & I
	Experience of the operational incident response environment	D	A & I
	Experience of operational training environment	D	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Ability to work collaboratively and with both internal and external stakeholders	E	A & I
	Well developed interpersonal and communication skills	E	A & I
	Ability to understand and analyse complex information and present it simply and accurately.	E	A & I
	Ability to demonstrate a high level of accuracy and attention to detail.	E	A & I
	Ability to manage and coordinate projects and associated administrative systems	D	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Hold a valid UK Driving License	E	P D
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Standard Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the in the form of a standard disclosure barring service check)	E	MFRS

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
----------	-------------	----------	-----------	-----------	-----------------------	-------------	--

