



<b>JOB TITLE:</b>	Data & Technology Project Manager & Business Analyst
<b>SALARY GRADE:</b>	Grade 10
<b>JE REFERENCE:</b>	A499
<b>DIRECTORATE:</b>	Strategy & Performance
<b>TEAM</b>	Data & Technology
<b>LOCATION OF WORK:</b>	Service Headquarters
<b>HOURS OF WORK:</b>	35 Hours per week
<b>DIRECTLY RESPONSIBLE TO:</b>	Applications & Technology Manager

<b>LEADERSHIP BEHAVIOUR LEVEL:</b>	Leading Others
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<b>MAIN JOB PURPOSE</b>	
<p>The role of Data &amp; Technology Project Manager &amp; Business Analyst will be responsible for establishing requirements and contributing towards design across business change and transformation of Merseyside Fire &amp; Rescue Service (MFRS) for all corporate applications both internal and bought in.</p> <p>The role will coordinate the full lifecycle management of corporate bought-in applications, as well as carry out all programme management activities.</p>	

<b>KEY AREAS OF RESPONSIBILITY</b>	
<p><b>Programme Management:</b></p> <ol style="list-style-type: none"> <li>1. Lead projects and develop full-scale project plans and associated communications documents.</li> <li>2. Research and make recommendations to the Applications &amp; Technology Manager on bought-in software applications and services in support of procurement.</li> <li>3. Facilitate the selection and procurement process of any commercial off the shelf applications and consultancy.</li> <li>4. Provide support to the Applications &amp; Technology Manager to ensure that any new application software integration into the organisation meets functional user requirements, system compliance and interface specifications.</li> <li>5. Report on project outcomes to the Applications &amp; Technology Manager and advise the relevant project board on all developments and key decisions that are required.</li> <li>6. Listen and respond to customer needs, seek out innovative ways of consulting service users and engaging partners.</li> <li>7. Identify and evaluate opportunities for the use of Artificial Intelligence (AI) within the organisation, ensuring implementation governance measures are met.</li> </ol> <p><b>Application Lifecycle Management:</b></p> <ol style="list-style-type: none"> <li>8. In conjunction with the application owners and in collaboration with ICT (in relation to ICT infrastructure), coordinate full lifecycle management of corporate applications.</li> <li>9. Review and analyse existing software applications effectiveness and efficiency and then develop strategies for improvement.</li> </ol>	

10. Work with senior users and ICT to co-ordinate and plan enhancements and upgrades to corporate applications.

11. Implement change control and problem solving procedures for corporate applications.

**Business Analysis:**

12. Help users to shape a high level idea into meaningful requirements. Leading requirements gathering from stakeholders using a variety of approaches including workshop facilitation.

13. Produce detailed functional and application requirements specifications for the MFRS Application Development team or for inclusion in any procurement process to purchase a commercial off the shelf application.

14. Produce analysis documentation including business process maps, user stories, and other appropriate formats.

15. Understand and identify potential for process improvements and impact on the organisation.

16. To undertake any other duties deemed suitable by the Authority 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.



## LEADERSHIP BEHAVIOURS

### LEADING OTHERS

<b>Personal Impact</b>	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
<b>Outstanding Leadership</b>	I work with the team to establish a clear sense of purpose and set expectations to achieve our goal.	I have responsibility for team effectiveness which focusses on improving outcomes and decisions.	I look for opportunities to support others through appraisal, coaching and mentoring.
<b>Service Delivery</b>	I seek to understand, prioritise & address the specific risks and diverse needs of people and communities.	I look ahead to anticipate issues with local service delivery and performance and make plans to resolve or minimise issues.	I encourage my team to build constructive working relationships with others to achieve our aims.
<b>Org. Effectiveness</b>	I make sure the team understands how our work contributes to and delivers organisational priorities.	I manage quality in my team, and use various sources of feedback and evidence to understand how we are performing and managing risk.	I promote continuous improvement for the team and the organisation through listening and implementing ideas.

Date job profile prepared / revised:

February 2026

# MERSEYSIDE FIRE & RESCUE SERVICE

## PERSON SPECIFICATION



<b>Job Title:</b>	Data & Technology Project Manager & Business Analyst	<b>Team:</b>	
<b>Salary:</b>	Grade 10	<b>Directorate:</b>	Strategy & Performance
<b>JE Reference:</b>	A499		
	<b>QUALIFICATIONS &amp; TRAINING</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
	Educated to HND / Degree level or equivalent	E	PD
	Evidence of Continued Professional Development	E	A&I
	Prince 2 accreditation or other similar methodology	D	PD
	IT Infrastructure Library (ITIL)	D	A&I
	<b>KNOWLEDGE &amp; EXPERIENCE</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
	Substantial experience in ICT lifecycle application management.	E	A&I
	Prior experience of implementing a system that delivers daily business critical information to an organisation.	E	A&I
	Experience of writing user stories and managing a product backlog in an Agile development project.	E	A&I
	Experience in utilising Prince 2 or other similar methodology to manage projects.	E	A&I
	Experience of using Microsoft Office and Visio.	E	A&I
	A clear understanding that the systems used by different departments are connected, and that changes or issues in one system can affect others.	E	A&I
	Solid working knowledge of current ICT technologies and initiatives.	E	A&I
	Experience of working with Fire Sector information management processes and applications.	D	A&I
	Experience of working with UML (Unified Modelling Language) diagrams or similar to map out processes.	D	A&I
	<b>SKILLS &amp; ABILITIES</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
	Excellent interpersonal skills with the ability to communicate effectively both verbally and in writing with a wide range of people in a clear and accurate manner.	E	A&I
	Excellent advisory and persuasive skills.	E	A&I
	Ability to react to project adjustments and alterations promptly and efficiently.	E	A&I
	Tenacious and able to achieve targets and deliver outcomes despite any challenges or obstacles.	E	A&I
	Ability to defuse tension among users, should it arise.	E	A&I
	Ability to work independently and use own initiative.	E	A&I
	<b>WORK RELATED CIRCUMSTANCES</b>	<b>ESSENTIAL/DESIRABLE</b>	<b>ASSESSED BY</b>
	Some travel may be required for the purpose of meeting with Third Parties or visiting other MF&RS sites.	E	A&I
	Role will be based at MF&RS Headquarters	E	A&I
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high	E	A & I

	performance and wellbeing, striving to make a real difference to the communities we serve.		
	Meet the medical and fitness standard required for the role	E	MFRS
	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
	Full UK Driving Licence.	D	PD

<b>A</b>	Application	<b>I</b>	Interview	<b>PD</b>	Produce Documentation	<b>MFRS</b>	If successful & conditionally offered the role, MFRS will complete
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