



JOB TITLE:	Information Assistant
SALARY GRADE:	Grade 4
JE REFERENCE:	A51
DIRECTORATE:	Strategy and Performance
TEAM:	Information Management
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	14hrs per week, Mondays and Tuesdays.
DIRECTLY RESPONSIBLE TO:	Information Management Officer
LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself

MAIN JOB PURPOSE

To be first point of contact for enquiries relating to post-incident information. To assist the Information Management Officer in the processing of information requests from a variety of different audiences - both internal and external, including Data Protection and Freedom of Information requests. To administer and quality assure the processing and publication of service documents on to the Intranet. Provide assistance on projects across the Strategy and Performance Function.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

1. Act as a first point of contact for post incident related queries received from external parties and members of the public, via email, face to face and over the telephone.
2. Processing of post incident information requests to internal and external parties and subsequent queries. Some requests can involve difficult conversations with members of the public which need to be handled in a sensitive and professional manner.
3. Assist the Information Management Officer with the processing of data protection Subject Access Requests.
4. Assist the Information Management Officer in processing Data Protection disclosure requests from other organisations under the Data Protection Act (e.g the Police).
5. Administration, Quality Assurance and update of Incident Recording System (FARDAP) incident records, in collaboration with internal teams, Operational Staff and management.
6. Assist with the processing of annual notification to ICO.
7. Process Freedom of Information requests and similar requests under the Environmental Information Regulations.
8. To liaise with the Information Management Officer to ensure that protocols are in place and followed to protect and safeguard information.
9. To administer, provide guidance and process the publishing of documents including: Service Instructions (SI), Technical Notes and other operational focused documents.
10. To provide administration in relation to: arranging meetings, preparing agendas, minute taking, collating information, disseminating papers, publishing.
11. Process the distribution of post incident satisfaction surveys.

12. Provide assistance on projects across the function, as well as any other duties of a similar nature as required.

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 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:

05.01.2026 M Rice.



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QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
A good standard of general education including English and Maths GCSEs.		E	A
Qualification or training related to information management/data protection.		D	A
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
Knowledge of data protection and freedom of information legislation and processes.		E	A & I
Knowledge of the services provided by Merseyside Fire and Rescue Service.		E	A & I
Knowledge of the fire and rescue service incident reporting system.		D	A & I
Sound IT skills particularly using Microsoft packages including Word and Excel.		E	A & I
Dealing effectively and sensitively with service users' enquiries in person, via email or phone.		E	A & I
Experience of using multiple sources to deal with requests for information.		E	A & I
Experience of working to tight deadlines.		E	A & I
Experience of quality assuring written and numerical information.		E	A & I
Processing requests for information under data protection or freedom of information legislation.		E	A & I
Compiling information to raise invoices for services provided.		D	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
Effective interpersonal and communication skills and the ability to deal sensitively and effectively with people who may be upset/angry due to having experienced a fire or other similar event.		E	A & I
Strong customer focus and desire to deliver a quality service.		E	A & I
Ability to work to deadlines, which may be subject to conflicting demands and the ability to work on multiple tasks at one time.		E	A & I
Accuracy and attention to detail including a good level of literacy and numeracy.		E	A & I
Ability to deal with confidential/sensitive information in a professional and appropriate manner.		E	A & I
Able to work independently, demonstrate initiative and challenge where appropriate.		E	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
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

	<p>Disclosure Barring Service check, verification of unspent criminal records will be undertaken in the in the form of a standard disclosure barring service check</p>	E	MFRS

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