MERSEYSIDE FIRE & RESCUE SERVICE
JOB PROFILE

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

LEADERSHIP BEHAVIOUR LEVEL:	Leading Others

MAIN JOB PURPOSE

The role of Data & Technology Project Manager & Business Analyst will be responsible for establishing requirements and contributing towards design across business change and transformation of Merseyside Fire & Rescue Service (MFRS) for all corporate applications both internal and bought in.

The role will coordinate the full lifecycle management of corporate bought-in applications, as well as carry out all programme management activities.

KEY AREAS OF RESPONSIBILITY

Programme Management:

1. Lead projects and develop full-scale project plans and associated communications documents.

2. Research and make recommendations to the Applications & Technology Manager on bought-in software applications and services in support of procurement.

3. Facilitate the selection and procurement process of any commercial off the shelf applications and consultancy.

4. Provide support to the Applications & Technology Manager to ensure that any new application software integration into the organisation meets functional requirements, system compliance and interface specifications.

5. Ensure bought-in applications meet business requirements and fulfil end-user requirements.

6. Report on project outcomes to the Applications & Technology Manager and advise the relevant project board on all developments and key decisions that are required.

7. Work to in a timely fashion to gain an overview of organisational and National understandings concerning applications including awareness of current legislation, business issue and data challenges.

8. Listen and respond to customer needs, seek out innovative ways of consulting service users and engaging partners.

9. Identify and evaluate opportunities for the use of Artificial Intelligence (AI) within the organisation, ensuring implementation governance measures are met.

Application Lifecycle Management:

10. In conjunction with the application owners and in collaboration with ICT (in relation to ICT infrastructure), coordinate full lifecycle management of corporate applications.

11. Review and analyse existing software applications effectiveness and efficiency and then develop strategies for improvement.

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

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

Business Analysis:

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

15. 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.

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

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

18. 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
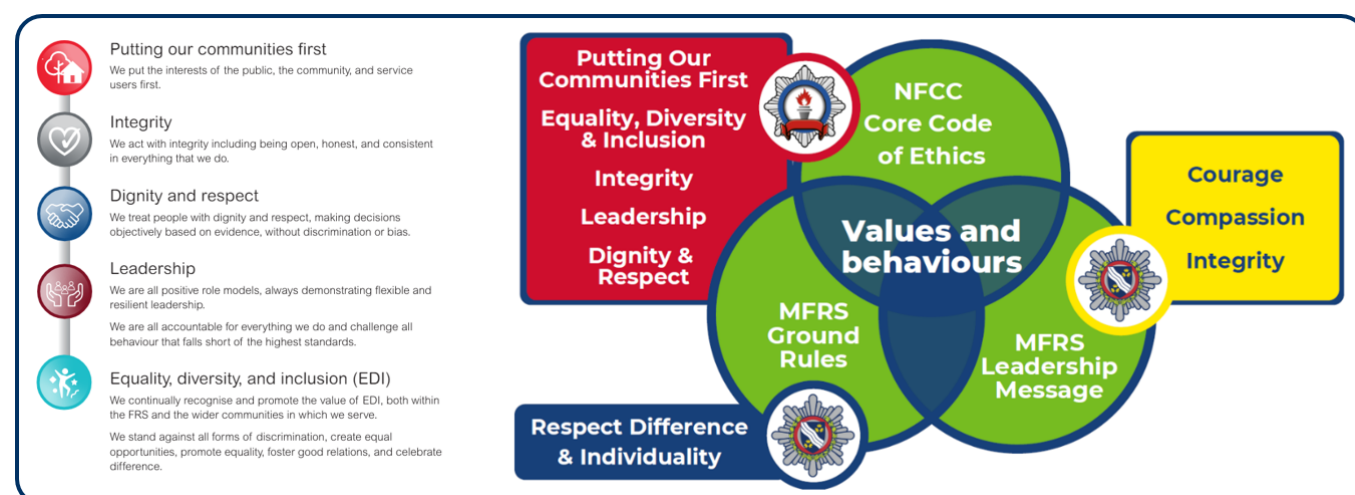- By challenging ourselves to be better

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.

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

Personal Impact	I consistently lead by example.	I take responsibility for inclusion, and encourage different points of view.	I give and receive feedback.
Outstanding Leadership	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.
Service Delivery	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.
Org. Effectiveness	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

Job Title:	Data & Technology Project Manager & Business Analyst	Team:	Applications and Technology Team
Salary:	Grade 10	Directorate:	Strategy & Performance
JE Reference:	A499		

	QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
	Educated to HND / Degree level or equivalent	D	PD
	Prince 2 accreditation or other similar methodology.	D	PD
	Evidence of Continued Professional Development.	E	A&I
	IT Infrastructure Library (ITIL).	D	A&I
	KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
	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 Scrum 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
	Experience of working with Fire Sector information management processes and applications.	D	A&I
	Experience of working with UML (Unified Modelling Language) or similar.	D	A&I
	A strong understanding of the data dependencies inherit in having integrated systems across a number of departments.	E	A&I
	Solid working knowledge of current ICT technologies and initiatives.	E	A&I
	SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
	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
	WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
	Some travel may be required for the purpose of meeting with Third Parties or visiting other MF&RS sites.	E	A&I
	Full UK Driving Licence.	D	PD
	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 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
	Basic/ Standard / Enhanced Disclosure Barring Service check (verification of unspent criminal records will be undertaken in the in the form of a basic/ standard / enhanced disclosure barring service check)	E	MFRS

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