



JOB PROFILE

JOB TITLE:	FSD Advisor
SALARY GRADE:	Grade 3
SALARY RANGE:	£24,027-£24,404
PAY REVIEW REFERENCE:	A380
DIRECTORATE:	Community Risk Management
TEAM:	Fire Service Direct
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	FSD Manager

JOB SUMMARY

To make outbound calls and process incoming calls, to book and maintain a diary of appointments for personnel to carry out home fire safety checks (HFSCs). Complete HFSC revisits over the phone

MAIN DUTIES / RESPONSIBILITIES

1. To maintain records of Safe & Well visits and any other relevant information and Prevention interventions on CFRMIS
2. To answer inbound calls and emails and deal with requests in an efficient manner.
3. To make outbound calls and book appointments for Safe & Well visits to set targets.
4. Follow templated scripts when providing specific advice/information.
5. To record all activities and enter relevant information into the correct systems in an efficient manner.
6. Keep records of all conversations/interventions on CFRMIS in a comprehensible way
7. To communicate diary appointments to Service users as necessary.
8. Any other duty of a similar nature commensurate with the grade as required.
9. Attend any training relevant to the role to improve knowledge and performance level.
10. Meet personal/team qualitative and quantitative targets.

MERSEYSIDE FIRE & RESCUE SERVICE OUR VISION

To be the best Fire & Rescue Service in the UK. One team, putting its communities first.

MERSEYSIDE FIRE & RESCUE SERVICE OUR PURPOSE

Here to serve. Here to protect. Here to keep you safe.

WORKING WITH MERSEYSIDE FIRE & RESCUE SERVICE OUR VALUES

It is essential that all employees of Merseyside Fire & Rescue Service (MF&RS) both operational and non operational are committed to encourage and promote the values of MF&RS and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. The Authority expects all of its employees to have and be able to demonstrate the

following personal 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 its 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

INTERPERSONAL & COMMUNICATION SKILLS

The post holder occasionally requires advisory, guiding, negotiating and /or persuasive skills, as he / she is required to occasionally persuade customers to undertake a questionnaire or have a smoke alarm fitted. The provision of information is required to a range of different types of audience.

RESPONSIBILITY FOR SUPERVISION

The post holder is not required to supervise or manage any Authority employees nor any other people in an equivalent position. However the post occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

RESPONSIBILITY FOR PEOPLE

The work requires common courtesy or consideration if members of the public are encountered but there is little, or no, direct impact on the actual well-being of individual or groups of, people.

RESPONSIBILITY FOR PHYSICAL RESOURCES

The post holder's main responsibility for physical resources is for manual and / or computer information or systems. He / she personally produces or processes some of this information for which a normal level of care, accuracy, confidentiality and / or security is sufficient when doing this.

WORKING CONDITIONS

Verbal abuse, aggression or other anti-social behaviour from members of the public is a feature of this post, but it rarely lasts for long and no response from the post holder is expected nor required

PHYSICAL DEMANDS

The activities in this post are undertaken mainly in a sedentary position. There may be limited requirements for standing, walking, bending or stretching; or an occasional need to lift or carry items.

EMOTIONAL DEMANDS

The post involves handling, by telephone, people whose personal circumstances or behaviour could cause the post holder emotional stress or upset. These are mainly members of the public and exposure to behaviour giving rise to emotional upset is an integral feature of the post, occurring frequently.

CORE REQUIREMENTS – EQUALITY & DIVERSITY, HEALTH & SAFETY, CONFIDENTIALITY & DATA PROTECTION

To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Fairness at Work and Ground Rules, and for promoting an environment of dignity and respect amongst colleagues.

It is the policy of Merseyside Fire & Rescue Authority (MFRA) to provide, maintain and seek continual improvement of, as far as is reasonably practicable, a safe working environment for all of its employees and for others that may be affected by its activities. Everyone has a personal responsibility for their own safety and health, for others in the workplace and for the environment in which they work. It is, therefore, the duty of every employee whilst at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;

Confidentiality / data protection regarding all personal information and Authority activity must be maintained at all times (both in and out of work). The post holder must be able to recognise the importance and sensitivity of issues, ensuring that confidentiality is maintained at all times. All employees should ensure that they are familiar with and adhere to the Authority's data protection policy.

REVIEW ARRANGEMENTS

The details contained in this job profile reflect the content of this job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job profile from time to time and will consult with the post holder at the appropriate time.

Date job profile prepared / revised:	November 2024
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Prepared / revised by:	C Reid
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