

JOB PROFILE

JOB TITLE:	FSD Senior Advisor
SALARY GRADE:	Grade 4
SALARY RANGE:	£17, 681- £18, 672 per annum
J E REFERENCE:	A514
DIRECTORATE:	Community Risk Management
TEAM:	Fire Service Direct
LOCATION OF WORK:	Merseyside Area
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	FSD Manager
DIRECTLY RESPONSIBLE FOR:	Supervising a small number of FSD Advisors

JOB SUMMARY

To supervise, mentor, train FSD staff 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. Complete HFSC Revisits over the Phone.

MAIN DUTIES / RESPONSIBILITIES

- To provide reports on team performance.
- To quality assure teams work and feedback on errors requiring rectification.
- To ensure rotas are in place for sufficient staffing cover.
- To ensure the team are assessing referrals to determine prioritisation and allocation to the correct team.
- To mentor and train existing and new members of the team
- To maintain records of Home Fire Safety Check appointments and results.
- To answer inbound calls and deal with requests in an efficient manner.
- To make outbound calls and book appointments for HFSC visits to set targets including calling any missed appointments.
- To complete HFSC Revisits over the phone for specified groups of people.
- To record all activities and enter relevant information in to the correct systems in an efficient manner.
- To enter HFSC details of those visits that are not automatically entered in Goldmine.
- To communicate diary appointments to Service Users as necessary.
- Any other duty of a similar nature commensurate with the grade as required.

WORKING WITH MERSEYSIDE FIRE & RESCUE SERVICE OUR VALUES

It is essential that all employees of Merseyside Fire & Rescue service both operational and non operational are committed to, encourage and promote the values of MFRS 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:

Responsibility

Being self disciplined, taking ownership of and problems, making things happen, trying to make a difference.

Social Empathy

Being interested in people, displaying empathy, embracing diversity, community focused.

Constructive Challenge

Being willing to challenge but not obstructively, commitment to improvement.

Mutuality

Identifying with team, organisation and community, displaying team commitment, willing to stand up against peer pressure when appropriate, acknowledging other's right to differing opinions.

Pragmatism

Aspiring to excellence whilst being realistic in expectations, being practical and solution focused.

Openness to Experience

Receptive to learning opportunities and personal development, seeking out new experiences, interested in people and situations that are less familiar, taking a broad view on things, seizing opportunities.

INTERPERSONAL & COMMUNICATION SKILLS

The jobholder has an ongoing responsibility to motivate and/or train other members of staff using his/her leadership skills. Advisory, guiding, negotiating and/or persuasive skills are required regularly at an enhanced level. The exchange of complicated and/or sensitive information is a requirement of the job, The communication of this information is normally carried out orally.

RESPONSIBILITY FOR SUPERVISION

The jobholder is required to supervise or manage Authority employees, or other people in an equivalent position. He/she also has to allocate work to other employees and this is an on-going responsibility of the job.

RESPONSIBILITY FOR FINANCIAL RESOURCES

The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

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 jobholder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is expected to apply normal levels of care, accuracy, confidentiality and/or security when doing this. The

handling of this data is a regular task, occupying at least 25% of the jobholder's total working time. The jobholder also has a responsibility for equipment and/or tools which he/she has to use to do the job.

WORKING CONDITIONS

The jobholder normally works indoors and free from exposure to disagreeable or unpleasant environments. Verbal abuse, aggression or other anti-social behaviour from members of the public is a feature of this job, but it rarely lasts for long and no response from the jobholder is expected or required.

PHYSICAL DEMANDS

The activities in this job 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 job involves handling, by telephone, people whose personal circumstances or behaviour could cause the jobholder 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 job, 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:	20.12.2017
Prepared / revised by:	V Jopson