# Risk, Insurance and Business Continuity Support Officer job description and person specification

Devon and Somerset Fire and Rescue Service

# Job de**scription**

**Job title:** Risk, Insurance and Business Continuity Support Officer

**Grade:** 4

**Department:** Organisational Assurance

**Reports to:** Risk and Insurance Officer

**Line manager responsibilities:** None

**Updated:** May 2023

Main purpose of job:

To provide comprehensive administrative and project management support for the Risk, Insurance and Business Continuity Management department.

To support the Risk, Insurance and Business Continuity Team with the configuration & administration of ICT Systems for the effective management of the risk registers.

Main responsibilities:

1. To be responsible for maintaining and updating essential spread sheets, databases and systems, in accordance with the Data Protection Act if applicable. Including inputting and processing data, preparing, analysing and distributing reports and information and taking follow up action where necessary, in a timely manner. This role is the systems administrator for multiple software solutions.
2. To support the departments’ goals and objectives, in accordance with DSFRS policies and procedures and participate in a team-based environment.
3. Systems Administration - Support the design, creation & on-going development of software by liaising with software suppliers. Assist in the roll out of a new system. Create pragmatic and logical solutions to problems. Where off the shelf packages are purchased, work with the supplier to further develop the product alongside the aims of DSFRS. To be responsible for security of the system and for access permissions etc.
4. Maintain records of Service Personnel in regard to driving licence checks, ensuring that all information is up to date.
5. Completion of and sharing risk assessments, action trackers and lessons learnt.
6. To provide clerical and administrative support to other members of the team, including but not exclusive of the following:
* Administration and clerical duties such as word processing correspondence and/or documents for internal and external recipients either on own initiative or as directed. Using and amending, service wide standard letters/paragraphs and other media. Dealing with general queries through various mediums. Dealing with financial spend updates and raising invoices.
* Administer all insurance claims liaising with insurers and third parties. Administer risk registers, business continuity plans and exercises.
* Diary management, organising and attending meetings, preparing documents prior to meeting, representing department, minute taking and tracking actions.
* Maintaining professional publications and/or other publications, directories and social media and communication messages.
* To research regular websites for information relevant to the Department; to include insurance case law, risk information and business continuity events.
* Photocopying documents and putting into required format.
* Answering the telephone, dealing with general enquiries and taking messages,
* Maintenance of departmental filing and monitoring systems (hard copy and electronic).
1. To coach new and temporary members of administration staff, as required.
2. To carry out your duties at the main place work and/or other premises or places as required and as directed.
3. To liaise with other team members within the department, other departments within the service, external agencies and other third-party contacts, as and when directed, or when required.
4. To undertake on own initiative and/or assist in activities or project work in support of continuous improvement for the department and Service goals and objectives. Including embracing a continuous improvement.
5. To perform tasks in a safe manner in accordance with Health and Safety policies and legislation.
6. To comply with all Service policies.
7. To participate in the Personnel, Professional and Development process to identify any personal training and development needs and attend training events as directed.
8. To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e., Data Protection Act and all related DSFRS’s related Policies to include Data Protection Act 1998 Service Policy document.
9. To actively promote the Service’s Core Values and comply with Equality and Diversity and all Service policies.

**Core values of the Service**

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

## Person specification

Grade: 4

Job title: Risk, Insurance and Business Continuity Support Officer

## Key competencies

Essential and measured by application and interview:

Proven Keyboard Skills

Good written and verbal communication skills

Good planning and organisational skills

Accurate with good attention to detail

Ability to identify risks and issues and develop innovative solutions to problems

Ability to analyse and interpret data accurately and efficiently

## Work experience

Essential and measured by application and interview:

Proven ability to carry out word processing/typing with speed and producing and populating spreadsheets, updating performance, planning, risk and business continuity management systems with accuracy and attention to presentation

Experience of working with software systems

Proven administration and time management skills

Solving problems using data interrogation

Ability to produce and populate spreadsheets and software systems, prepare senior management risk reports and action trackers

Proven ability of working with MS Office software packages (MS365, Outlook, Word, Excel Access)

Ability to produce Agendas, take and produce Minutes

Experience of analysing data to create clear & concise statistical reports

* Experience in data management
* Experience in database and systems administration
* Experience in the configuration of database systems
* Working within an administrative environment

Desirable and measured by application and interview:

Experience of dealing with members of the public

Experience of working in an office and virtual / remote working environment

Experience of working in a Risk, Insurance and Business Continuity environment

Experience of dealing with motor claims, risk registers, business continuity plans, exercises and action trackers

## Qualifications and knowledge

Essential and measured by application and interview:

Good level of education

Knowledge of basic office systems and procedures

Software design and data visualisation

Desirable and measured by application and interview:

Word Processing /IT related qualification (s) RSAII/CLAIT

NVQ in Business Administration or equivalent

## Personal qualities and attributes

Essential and measured by application and interview:

A high level of self-motivation and able to work on own initiative

The ability to work as a member of a team

A flexible approach

Strong stakeholder ethic

Professional in conduct

Demonstrate tact, discretion and respect for confidentiality

Commitment to continuous improvement

Ability to travel to all sites within Devon and Somerset and to meetings both in Devon, Somerset and occasionally nationally

Willingness to undergo appropriate vetting/screening processes in line with Devon & Somerset Fire & Rescue Service’s requirements

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| **FACTOR GUIDES** |
| **Supervision/Management of people** |
| **Level 1**Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits. |
| **Creativity and Innovation** |
| **Level 3**Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems |
| **Contacts and Relationships** |
| **Level 2**Contacts on well established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward |
| **Decisions – Discretion** |
| **Level 2**Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives |
| **Decisions – Consequences** |
| **Level 2**Decisions which have a limited short-term effect on employees beyond immediate colleagues or on the public. Effects of decisions would be quickly known and readily amended if necessary. |
| **Resources** |
| **Level 2**Little or no responsibility for physical of financial resources. |
| **Work environment – Work Demands** |
| **Level 2**Work subject to interruption to the programme of tasks but not involving any significant change to the programme. |
| **Work environment – Physical Demands** |
| **Level 1**Work requiring normal physical effort. |
| **Work environment – Working Conditions** |
| **Level 1**Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions. |
| **Work environment – Work Context** |
| **Level 1**Work involves minimal risk to personal safety of injury, illness or health problems arising from the environment of the public/clients. |
| **Knowledge and Skills** |
| **Level 2**Ability to undertake work consistent with a comparatively basic knowledge and skills requirement, which encompasses a range of tasks involving application of readily understood rules, procedures or techniques. |