



Protecting local  
communities

## Vacancy

**Job Title:** ICT Services Officer

**Hours:** 37 Hours per week

**Duration:** 1x Permanent  
1x Fixed Term Contract for 12 Months

**Salary:** £22,462 (Development) - £24,799 (Competent)

**Location:** Training & Administration Hub, Queens Meadow Business Park,  
Hartlepool

Cleveland Fire Brigade is looking for an enthusiastic and motivated individual to work as part of our busy ICT Department.

The main duties of this role will be to contribute towards the implementation, operation, support and maintenance of the brigade's ICT systems and infrastructure across a number of sites, working flexibly both during and outside of normal working hours.

This role is based at our Training and Administration Hub in Hartlepool, but will also include travel to Fire Stations across Cleveland to support Fire Fighters and the technology on board our fire appliances and other emergency vehicles.

The successful candidate will have a flexible approach, excellent organisation skills, strong communication and interpersonal skills and be a self-starter who is able to work with the minimum of supervision and on their own initiative.

Please refer to the job description and person specification documents for full details of this post.

For an informal discussion about the post please contact Amanda Casson on 07834 481435

To download an application form and information pack visit North East Jobs, alternatively you can email [recruitment@clevelandfire.gov.uk](mailto:recruitment@clevelandfire.gov.uk) or contact the Human Resources Department on 01429 874019.

**The deadline for applications is 17:00 hours on Tuesday 21<sup>st</sup> July 2020**

**Dates for noting:**

Closing date: 21<sup>st</sup> July 2020

|                            |                            |
|----------------------------|----------------------------|
| Notification of shortlist: | 23 <sup>rd</sup> July 2020 |
| Assessment/Interview:      | 31 <sup>st</sup> July 2020 |

We are an Equal Opportunities employer and aim to ensure that our workforce is representative of the communities we serve. We understand that having a workforce which is made up of those from the wide range of communities, localities and backgrounds will enable us to offer the best possible service through strong community links, better understanding of our communities and providing opportunities for all. We particularly welcome applications from individuals from Black or Minority Ethnic Backgrounds (BME), those who identify as Lesbian, Gay, Bisexual or Transgender (LGBT) or are registered as disabled as these groups are currently underrepresented within our workforce.



## Job Description and Person Specification

# ICT Services Officer: Grade E

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## Job Description

|            |                               |              |                             |
|------------|-------------------------------|--------------|-----------------------------|
| Role Title | ICT Services Officer          | Reporting to | Senior ICT Services Officer |
| Location   | Training & Administration Hub | Role/Grade   | Grade E                     |

### Purpose of the Job

The purpose of this job is to contribute towards the delivery of a range of ICT facilities, services and solutions which are innovative, resilient and aligned with the business objectives of the organisation.

## **Key Duties and Responsibilities**

### **Corporate**

- 1.1 To create a positive working environment by promoting the Brigade's values and behaviours equality, diversity and inclusion, health and safety, and health and wellbeing
- 1.2 To ensure individual continuous development to improve personal and organisational performance
- 1.3 To attend external forums or working groups as required and network with peers to capture/share learning and good practice
- 1.4 To ensure compliance with the Data Protection Regulations
- 1.5 To take part in Personal Development Reviews and complete Personal Development Records in accordance with Brigade procedure
- 1.6 To maintain relevant skills and knowledge aligned to key responsibilities and National Occupational Standards to determine continued maintenance of competence in role

### **Functional**

- 1.7 **To assist the ICT Innovation Manager and Senior ICT Services Officer, contributing towards:**
  - ICT Project Management
  - Business Continuity for Technology and ICT Services
  - Information Governance (Information Compliance, Assurance and Security)
- 1.8 **To contribute to delivery of the following ICT Services on a day-to-day basis:**
  - **ICT End-User Services:**
    - ICT Service Desk
    - Provision, installation, maintenance and support of all end-user equipment
    - Information systems analysis, design, development, maintenance and administration
  - **ICT Infrastructure, Mobilising & Operational Systems:**
    - Wide Area, Local Area and Mobile voice and data communication networks
    - Server, infrastructure and security systems
    - Fire Control mobilising systems (including station-end & retained alerting)
    - Incident Command and Fire Appliance ICT systems
- 1.9 **To keep current with the latest technology advances and industry developments and trends.**

This document is produced as a guide to the general nature of the post and the list of duties is neither exhaustive nor exclusive.

## **Role Map**

In addition to the general qualities required, the post holder is subject to some aspect of the Fire and Rescue Service Role Map. You will be expected to evidence that you are competent when judged against this role map and maintain that competence through continuing professional development.

- WM1: lead the work of teams and individuals
- WM2: maintain activities to meet requirements
- WM4: take responsibility for effective performance
- WM5: support the development of teams and individuals
- WM6: investigate and report on events to inform future practice
- WM7: lead and support people to resolve operational incidents

## **Values and Behaviours**

The Authority's 'PRIDE' values are underpinned with a set of expected behaviours for everyone that works for and governs Cleveland Fire Brigade. These behaviours link to leadership and relate to: the impact you have on others, outstanding leadership, service delivery and organisational effectiveness. They are split into four levels which can broadly be matched to roles. These levels are designed to be cumulative so those working in management roles should also demonstrate the preceding level(s) of behaviour. People who are appointed/promoted to and/or developed in roles within the Brigade should be aiming to demonstrate the behaviours relevant to the post to which they are aspiring.

A copy of our values and behaviour framework is included within the Brigade's application pack; if this is not the case please contact the Brigade's Human Resource team as behaviours will be assessed throughout the recruitment/promotion processes.

## **Uniform**

The person appointed to this post is required to wear a uniform and will be provided with the 'Blue Work Wear Uniform' as set out in the Brigade's Dress and Appearance Policy.

## Person Specification

| Category                               | Criteria  | Measure  |
|--|---|--|
| <b>Qualifications Competences</b>      | <ul style="list-style-type: none"> <li>Relevant professional/vocational qualifications (D)</li> <li>Member of a relevant professional body (D)</li> </ul>   | AF/C<br>AF   |
| <b>Experience</b>                      | <ul style="list-style-type: none"> <li>Innovative use of technology to improve organisational efficiency and effectiveness (E)</li> <li>Delivering a range of ICT front-line services (E)</li> <li>Supporting Microsoft Windows and Office products on a range of end-user devices (E)</li> <li>Maintaining accurate inventories of equipment and information (D)</li> <li>Administration of business critical ICT systems (D)</li> <li>Evidence of ICT Business Continuity Planning (D)</li> <li>Evidence of supervising ICT projects (D)</li> <li>Software development (D)</li> </ul>   | AF/I<br><br>AF/I<br>AF/I<br>AF/I<br>AF/I<br>AF/I<br>AF/I     |
| <b>Skills, Knowledge and Aptitudes</b> | <ul style="list-style-type: none"> <li>Forward thinking, innovative (E)</li> <li>Exceptional interpersonal skills (E)</li> <li>Effective communication, negotiation, diplomacy, influencing and advocacy skills demonstrating the ability to communicate clearly and effectively in interpersonal relations both orally and in writing (E)</li> <li>Ability to understand differing team cultures and promote a positive work environment by upholding the organisational core values, championing equality, diversity and inclusion and employee health, safety and wellbeing (E)</li> <li>Well-developed analytical skills with a proactive approach to problem identification and solving including complex management issues (E)</li> <li>Strong commitment to learning and development to improve personal, team and organisational effectiveness (E)</li> <li>A high degree of personal integrity (E)</li> <li>Enthusiastic (E)</li> <li>Prepared to work flexibly (E)</li> </ul> | AF/I<br>AF/I<br>AF<br><br>AF/I<br>AF/I<br><br>I<br>AF/I<br>I |
| <b>Other</b>                           | <ul style="list-style-type: none"> <li>Ability to meet the Service's medical requirements (E)</li> <li>Full current driving licence or access to a means of mobility support (E)</li> </ul>   | Medical<br>AF/C  |

### Key Criteria

E = Essential

D = Desirable

AF = Application Form

AC = Assessment Centre

I = Interview

R = References

C = Certificate