

## SOUTH YORKSHIRE FIRE & RESCUE

### APPRENTICE JOB DESCRIPTION

<b>POST TITLE</b>	Apprentice Improvement Technician
<b>GRADE</b>	Apprentice
<b>FUNCTION</b>	Operational Support Team
<b>PERMANENT BASE</b>	SYFR Central Headquarters (197 Eyre Street, Sheffield, S1 3FG)
<b>RESPONSIBLE TO</b>	Watch Manager – Operational Support Team
<b>RESPONSIBLE FOR</b>	N/A

#### OVERALL PURPOSE OF JOB

The Apprentice Improvement Technician is responsible for the delivery of performance improvement activities within the South Yorkshire Fire & Rescue Service (SYFR) Operational Support Team (OST). The Apprentice Improvement Technician will work as a member of the OST to resolve organisational and local problems. This will include but is not limited to: identifying issues and causes, researching and developing proposed solutions, putting in place processes to prevent reoccurrence and communicating learning and new processes effectively within the organisation.

#### MAIN RESPONSIBILITIES

1. Utilise a number of different software packages to collate, record, analyse and report on information and data.
2. Work within a dedicated team to enable operational personnel to carry out their work safely.
3. Input and retrieve information from systems used within SYFR and assist with the production of reports/procedures and statistical analysis/data returns.
4. Undertake exploratory data analysis, data collection planning and associated problem solving for anticipated issues.
5. Carry out filing, photocopying, scanning, faxing, binding and all other basic administration duties.
6. Liaise with relevant internal teams and external agencies in a professional manner as required.
7. Administrate the 'Operational Intelligence Hub' email account, including uploading relevant documents that have been submitted by operational crews.
8. Maintain accurate and up to date records on the Community Fire Risk Management Information System (CFRMIS) for Risk Information.
9. Understand the legislative requirements that organisations, and in particular the Fire & Rescue sector, must adhere to in relation to the Health and Safety at Work etc. Act 1974 and the Fire and Rescue Services Act 2004.



10. Comply at all times with the Code of Conduct for officers of the Authority and such other professional requirements as to standards of conduct including adopting a conscientious approach to timekeeping and attendance.
11. Fully participate in SYFR's Personal Review process according to the responsibilities of the role.
12. To practice and promote SYFR's Equality, Diversity & Inclusion and Health & Safety Policies and to conduct oneself in a professional manner that is consistent with SYFR's core behaviours and principles at all times.
13. Ensure that risk is managed effectively within the section in accordance with corporate strategies and plans.
14. Attend, as required, any training courses that will contribute to the effective performance of the post holder. This will include proactive attendance at all education events, tutor sessions and assessments as required in order for the individual to successfully meet the requirements of the Improvement Technician Level 3 Apprentice Standard (and any Functional Skills or GCSEs as required).
15. To carry out such other duties within the department as from time to time may be required, which are commensurate with the apprentice role.
16. To be responsible for the accurate and appropriate processing of any and all data, ensuring compliance with the General Data Protection Regulation and internal associated organisational policies and procedures around data protection.

**NOTE:**

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

**ANY OTHER INFORMATION (including special conditions of service):**

Flexi time - with a personal responsibility for ensuring excellent time management and work attendance, in addition to full attendance at all learning events, tutor and assessment sessions in line with the requirements for successful completion of the apprentice standard.



## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications</b>		
English GCSE Grade 9-4 or A-C or equivalent	X	
Mathematics GCSE Grade 9-4 or A-C or equivalent	X	
ICT GCSE Grade 9-4 or A-C or equivalent	X	
<b>Knowledge</b>		
A basic knowledge of Microsoft Office software applications	X	
An understanding of the need to improve work practices to improve organisational performance	X	
<b>Experience</b>		
Experience of undertaking administrative tasks (either in a personal, education or work setting)	X	
Experience of delivering/completing work or tasks to set deadlines	X	
Experience of working effectively as part of a team	X	
Experience of sending and receiving emails, creating documents using Microsoft Word or other word processing programmes and undertaking data entry into spreadsheets or data bases (either in a personal, education or work setting)	X	
Experience of working in an office environment		X
<b>Personal Effectiveness</b>		
Positive attitude and work ethic	X	
Works effectively as part of a team	X	
Performs work conscientiously and to a high standard at all times	X	
Ability to plan, prioritise and organise to deadlines	X	
Good interpersonal skills and the ability to create strong and positive working relationships	X	
Ability to communicate effectively and in a polite and professional manner at all times	X	
Listens to feedback and reflects on own performance	X	
Willingness to proactively undertake personal and professional development	X	
To have an understanding of the need to adhere to Health & Safety policy and guidance	X	
The ability to work proactively with limited supervision once competent in specific tasks and to manage own workload	X	
Adopts a conscientious approach to timekeeping and attendance	X	

